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Government of Ontario

Government  
Publication

# KWIC *Index to Services*

1988

• THUNDER BAY

SAULT STE. MARIE

• SUDBURY

• NORTH BAY

• GUELPH



*How to use—*  
page iv





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## User Questionnaire

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1. Are you employed by the
- |                      |                          |
|----------------------|--------------------------|
| Ontario Government   | <input type="checkbox"/> |
| Federal Government   | <input type="checkbox"/> |
| Municipal Government | <input type="checkbox"/> |
| Private Sector       | <input type="checkbox"/> |
| Other, specify _____ |                          |

2. Do you work in an inquiry services area ? ☐ yes ☐ no

3. Do you use the KWIC Index to Services in performing your job?

☐ yes ☐ no

4. How often do you use the KWIC Index to Services ?

☐ everyday ☐ once a week ☐ once a month ☐ rarely

5. How effective is the KWIC Index to Services in providing or referring you to the required information ?

☐ always ☐ often ☐ sometimes ☐ rarely

6. How can we make the KWIC Index to Services more useful to you ?

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**Note:** If you wish to avoid the cost of postage, your completed questionnaire may be dropped off at any Ontario Government office where it will be forwarded to

Ministry of Government Services  
Access Databases and Directories  
7th Floor, Ferguson Block  
77 Wellesley Street West  
Toronto, Ontario  
M7A 1N3

Your completed questionnaire from page i may be dropped  
off at any Ontario Government office, where it will be  
forwarded free of charge to the below address.

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Ministry of Government Services  
Access Databases and Directories  
7th Floor, Ferguson Block  
77 Wellesley Street West  
Toronto, Ontario.  
M7A 1N3

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**Government of Ontario**

# ***KWIC Index to Services*** ***1988***

*Notice: French-language directory of services*

A french-language directory of services entitled "Services offerts au public" is available. Instructions for obtaining a copy are on page viii.

*Avis: Répertoire en français des services*

Un répertoire en français intitulé "Services offerts au public" est disponible. Pour savoir comment vous procurer ce répertoire, reportez-vous à la page viii.



Ministry of Government Services  
Information Services Branch  
Access Databases & Directories Section

Hon. Richard Patten  
Minister  
Dennis P. Caplice  
Deputy Minister

## How To Use The KWIC Index to Services

1. From the alphabetical list of key words in the yellow pages **KEY WORD INDEX**, select the key word which most closely relates to the information you require.
2. A ministry code and a white page number are printed to the right of each key word. Turn to the indicated white page and you will find the required information printed immediately under the ministry code.
3. The following example, taken from the 1987 edition, illustrates how you would obtain some information about the Ontario Government role in the inspection of raw milk.

Key Words	Ministry Code	White Page No.
dairy		
products and farms, inspection	AG & FOOD 19	42
products, manufacturers, training	AG & FOOD 36	52
see also milk		
milk		
inspection	AG & FOOD 19	42
marketing	AG & FOOD 15	41
see also dairy		

4. In the above example information on milk inspection was obtained by selecting the key word "milk" and turning to page 42 of the white pages section. Note that listed under this key word is a "see also" cross-reference to the key word "dairy". Key words are cross-referenced when they relate to the same or additional information on a topic.



# Contents

	Page
<b>PRELIMINARY PAGES</b> (yellow pages)	
User Questionnaire .....	i
How To Use the KWIC Index .....	iv
KWIC Index and Government Telephone Directory .....	vi
KWIC Index Coordinators .....	vii
Obtaining Ontario Government publications .....	viii
Need to Know More? .....	ix
Queen's Park Area Map .....	x
Key Word Codes .....	xii
<b>KEY WORD INDEX</b> (yellow pages) .....	1
<b>PROGRAM AND SERVICE DESCRIPTIONS</b> (white pages)	
The Ontario Parliament (chart) .....	1
Cabinet and its Committees (chart) .....	2
Index of Ministries .....	3
Ministerial Responsibility for Acts .....	535

## KWIC Index and Government Telephone Directory

- The KWIC (Key Word in Context) INDEX TO SERVICES is prepared by the Information Services Branch, Access Databases and Directories Section. It is designed to provide the user with "key word" access to the descriptions of the branches, programs and agencies of the Ontario Government, and the offices which provide the service.

If you have any comments or suggestions about the KWIC Index, you may contact your KWIC Index coordinator, (see page vii) or complete the Questionnaire on page i and send it to the address shown.

The KWIC INDEX is revised annually. If you want to be informed of its release, please clip and mail this form:

Ministry of Government Services  
Information Services Branch  
Access Databases and Directories  
Ferguson Block, 7<sup>th</sup> Floor  
Queen's Park, Toronto  
M7A 1N3

I would like to be notified when the next edition of the KWIC INDEX TO SERVICES is issued.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Postal Code: \_\_\_\_\_

- The GOVERNMENT OF ONTARIO TELEPHONE DIRECTORY, a companion reference to the KWIC INDEX is organized by ministry, division, branch or agency, and includes the names and telephone numbers of key people. It contains an alphabetical listing of employees and their telephone numbers, cross-referenced to the ministry office listing.
- For information on how to obtain Government publications see page viii.

## KWIC Index Coordinators

In each ministry, an appointed KWIC Index Coordinator is responsible for:

- coordinating the preparation of all service descriptions for publication in the KWIC Index.
- coordinating the orders and distributions of the KWIC Index.

Ministry/Agency	Name	Phone
Cabinet Office	Deana Kehinde .....	965-1946
Management Board of Cabinet	Heather Daley .....	586-2110
Human Resources Secretariat	Anene Nnolim .....	965-3901
Legislative Assembly	Linda Morris .....	965-4028
Agriculture and Food	Wendy Stockwell .....	965-1421
Attorney General	Laura McMahon .....	965-9010
Citizenship	May Lee .....	965-0615
Colleges and Universities	Donna Papayanis .....	963-1443
Community and Social Services	Alex Honeyford .....	963-2936
Consumer and Commercial Relations	Romeo Fernandez .....	963-0395
Correctional Services	Carmen Graham .....	750-3333
Culture and Communications	May Lee .....	965-0615
Education	Mavis Carlton .....	965-6789
Energy	Janet McNally .....	965-4565
Environment	David Evans .....	323-4571
Financial Institutions	Valeria St. Onge .....	963-3527
Francophone Affairs	Serge Arpin .....	965-3865
Government Services	Maria Mikelenas-McLoughlin ....	965-6606
Health	Esther Lucas .....	965-3755
Housing	Ruth Esdelle .....	585-7041
Industry, Trade and Technology	Art Hethrington .....	965-5466
Intergovernmental Affairs	Helen Morgan .....	965-4706
Labour	Gord Hallitt .....	965-6115
Workers' Compensation Board	Boyd Neil .....	927-3511
Municipal Affairs	Ruth Esdelle .....	585-7041
Native Affairs	Marlene Brushett .....	965-4827
Natural Resources	Ken Zubricki .....	965-5134
Northern Development and Mines	Peter Overton .....	965-7577
Revenue	Neil Rodgers .....	(OSHAWA) 433-5782
Skills Development	Nancy Marto .....	965-8276
Solicitor General	Edwin Naron .....	965-3360
Tourism and Recreation	Sharon Airhart .....	963-2214
Transportation	Peigi Rockwell .....	235-4875
Treasury and Economics	Des Brown .....	965-1643
Women's Issues	Roxanna MacLeod .....	597-4612
	Lydia Oleksyn .....	965-5824



## Obtaining Ontario Government publications

### To order publications:

**in Toronto Call:** 965-6015;  
 from other communities  
     in Ontario, dial 1-800-268-7540  
**In area code 807 ask operator for:**  
     Zenith 67200

### or write to:

Publications Ontario  
 5th Floor, 880 Bay St.,  
 Toronto, Ontario M7A 1N8.

### TTY-TDD (Teletype) service for the deaf:

**in Toronto dial** 965-5130  
**in Ottawa dial** 566-2761  
 from other communities  
     in Ontario, dial 1-800-268-7095

Prepayment is required for priced publications. Make cheques or money orders payable to the Treasurer of Ontario. MasterCard and Visa are accepted.

### For Personal Shopping:

#### in Toronto

Ontario Publications Bookstore  
 880 Bay Street.  
 2 Blocks North of College  
 Monday—Friday, 9 am to 5 pm

#### in Windsor

Window Public Library Bookstore  
 850 Quелlette Avenue.

#### In Ottawa

Access Ontario  
 Rideau Centre Mall  
 Monday—Wednesday 8:00 am to 6 pm  
 Thursday & Friday, 8:00 am to 9 pm  
 and Saturday 9:30 am to 6:00 pm

or

Renouf Publishing Company,  
 61 Sparks Street.

Ontario Public Servants who require additional copies of the KWIC Index should contact their KWIC Index Coordinator (page vii).

**KWIC INDEX TO SERVICES \$3.75 (3.47 + .28 R.S.T.)**

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NEED TO KNOW MORE ?

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Refer to the

**BLUE PAGES**

of your

**PUBLIC TELEPHONE DIRECTORY**

for phone numbers of

- **Federal**
- **Provincial**
- **Municipal**

**SERVICES OF GOVERNMENT**

available to you in your

**LOCAL DIALING AREA**

# QUEEN'S PARK AREA MAP





# QUEEN'S PARK AREA MAP

xi



Queen's Park and Vicinity

Key

● Subway



Wheelchair Access

----- Tunnel (Entrance from first basement)

## LEGEND

- A1 — 2 Bloor St. E.
- A2 — 2 Bloor St. W.
- A3 — 151 Bloor St. W.
- A4 — 101 Bloor St. W.
- A5 — 77 Bloor St. W.
- A6 — 80 Bloor St. W.
- B1 — 100 Queen's Park  
(Royal Ontario Museum)
- B2 — 100 Queen's Park  
(Planetarium)
- B3 — 125 Queen's Park  
(O.P. Entrance)  
(Ombudsman Office)
- 157 Bloor St. W.  
(Bloor St. Entrance) (Public  
Complaints Commission)
- C1 — 1075 Bay St. (The Citadel)
- C2 — 56 Wellesley St. W.  
(Sunco)
- C3 — 10 St. Mary St.
- C4 — 62 Wellesley St. W.
- D1 — 111 Wellesley St. W.  
(Legislative Building)

- E1 — 99 Wellesley St. W.  
(Whitney Block)
- E2 — 80 Grosvenor St.  
(Hepburn Block)
- E3 — 880 Bay St.
- E4 — 50 Grosvenor St.
- E5 — 900 Bay St. (Mowat Block)
- E6 — 900 Bay St. (Hearst Block)
- E7 — 77 Wellesley St. W.  
(Ferguson Block)
- F1 — 900 Bay St.  
(Macdonald Block)
- F2 — 555 Yonge St.
- F3 — 543 Yonge St.
- F4 — 558 Yonge St.
- G1 — 7 Queen's Park Cr.  
(Frost Building South)
- G2 — 95 Grosvenor St.  
(Frost Building North)
- G3 — 2 Surrey Place
- G4 — 77 Grenville St.  
(Archives of Ontario)

- H1 — 25 Grosvenor St.  
(George Drew)
- H2 — 26 Grenville St.  
(Coroner's Office)
- H3 — 18 Grenville St.  
(Q.P. Credit Union)
- H4 — 34 Grenville St.
- H5 — 863 Bay St.
- H6 — 801 Bay St.
- K1 — 444 Yonge St. (Provincial  
and Small Claims Courts)
- K2 — 777 Bay Street  
(College Park)
- K3 — 790 Bay St.
- K4 — 700 Bay Street  
(Luciff Place)
- K5 — Atrium on Bay
- K6 — 180 Dundas St. W.
- L1 — 700 University Ave.  
(Ont. Hydro)
- L2 — 620 University Ave.  
(Old Hydro Bldg.) (Office  
of Legislative Services)

- L3 — 500 University Ave.  
(Supreme Court Reporter's  
Office) (Ontario Manpower  
Commission)
- L4 — 480 University Ave.  
(Court House)
- L5 — 454 University Ave.
- L6 — 439 University Ave.
- L7 — 434 University Ave.
- L8 — 400 University Ave.  
(Traveler's Tower)
- L9 — 393 University Ave.  
(Court House)
- L10 — 361 University Ave.  
(Osgoode Hall)
- M1 — 130 Queen St. W.  
(Osgoode Hall)
- M2 — 145 Queen St. W.
- M3 — 60 Queen St. W.  
(Old City Hall)
- M4 — 20 Queen St. W.

## Key Word Codes

Agriculture and Food .....	Ag & Food
Attorney General .....	ATT GEN
Citizenship .....	CITIZENSHIP
Colleges and Universities .....	MCU
Community and Social Services .....	COMSOC
Consumer and Commercial Relations .....	CCR
Correctional Services .....	CORRECTIONS
Culture and Communications .....	MCC
Education .....	EDUC
Energy .....	ENERGY
Environment .....	MOE
Financial Institutions .....	MFI
Francophone Affairs .....	FRANC AFF
Government Services .....	MGS
Health .....	HEALTH
Housing .....	HOUSING
Industry, Trade and Technology .....	MITT
Intergovernmental Affairs .....	MIA
Labour .....	LABOUR
Legislative Assembly .....	Legislative
Management Board of Cabinet .....	MBC
Municipal Affairs .....	MUN AFF
Native Affairs .....	NAT AFF
Natural Resources .....	MNR
Northern Development and Mines .....	NDM
Ontario Government .....	CABINET
Revenue .....	REVENUE
Skills Development .....	SKILLS
Solicitor General .....	SOL GEN
Tourism and Recreation .....	MTR
Transportation .....	MTO
Treasury and Economics .....	TREASURY
Women's Issues .....	WOMEN

A.P.I.O.S. (Acidic Precipitation in Ontario Study) .....	MOE 16	232
aboriginal rights, Native peoples, policy development .....	MNR 21	393
Access Databases and Directories .....	MGS 22	260
Access Fund		
renovations, community facilities, promote access, disabled, seniors .....	CABINET 2	4
Access Ontario		
Ontario Government, inquiry service, souvenirs, publications, Ottawa .....	MGS 26	261
Access Program Unit .....	SKILLS 7	447
Access Roads Section .....	MNR 16	390
accidents		
amusement devices, elevating devices, investigation, data bank .....	CCR 25	157
boilers, pressure vessels, investigation .....	CCR 24	157
construction, investigation .....	LABOUR 20	356
highway, government vehicles, insurance claims versus Crown .....	MTO 4	497
industry, investigation .....	LABOUR 21	357
information file .....	MTO 8	498
mines, pits and quarries, investigation .....	LABOUR 24	361
motor vehicles, investigation, causation .....	SOL GEN 37	467
motor vehicles, victims, uninsured, compensation .....	MFI 7	248
occupational, compensation, treatment .....	LABOUR 31	365
steam, refrigeration, compression plants, investigation .....	CCR 24	157
vehicles, victims, rescue, equipment, grants .....	SOL GEN 18	459
accommodation		
blind persons, rights .....	ATT GEN 16	63
courts, office planning, Min of the Attorney General .....	ATT GEN 26	67
government, contracts .....	MGS 42	269
government, leased, acquisition, claims, payment .....	MGS 40	267
government, planning, consultation, policies, standards .....	MGS 38	266
government, property management .....	MGS 40	267
identification, requirements, program development .....	MGS 39	266
loans, hostels, single persons .....	HOUSING 33	325
loans, rental housing units, single-family homes .....	HOUSING 33	325
loans, units, disabled persons .....	HOUSING 33	325
placement, coordination, care, long term .....	HEALTH 7	275
public, human rights, promotion .....	CITIZENSHIP 9	111
tourist, establishments, licences .....	MTR 20	490
tourist, information, publications .....	MTR 15	487
<i>see also housing</i>		
Accommodation Management Information Section (AMIS) .....	MGS 37	266
Accommodation Services Br .....	SOL GEN 9	454
Accountant of the Supreme Court of Ontario .....	ATT GEN 14	63



	White Page
<b>Accounting Br</b>	
Cabinet Office (TREASURY, Accounts & Office Services Br) . . .	TREASURY 5 527
Civil Service Commission (TREASURY, Accounts & Office Services Br) . . . . .	TREASURY 5 527
Human Resources Secretariat (Administrative Services Br) . . . . .	MBC 16 12
Human Resources Secretariat (TREASURY, Accounts & Office Services Br) . . . . .	TREASURY 5 527
Legislative Offices (Office of the Controller) . . . . .	LEGISLATIVE 6 33
Management Board Secretariat (TREASURY, Accounts & Office Services Br) . . . . .	TREASURY 5 527
Min of Agriculture and Food (Financial and Support Services Br) . . . . .	AG & FOOD 11 42
Min of Citizenship (MCC, Finance Br) . . . . .	MCC 8 192
Min of Colleges & Universities (EDUC, Financial Services Br) . . . . .	EDUC 21 215
Min of Community and Social Services (Accounts Br) . . . . .	COMSOC 45 144
Min of Consumer and Commercial Relations (Finance & Admin Services Br) . . . . .	CCR 7 150
Min of Culture and Communications (Finance Br) . . . . .	MCC 8 192
Min of Education (Financial Services Br) . . . . .	EDUC 21 215
Min of Energy (TREASURY, Accounts & Office Services Br) . . .	TREASURY 5 527
Min of Financial Institutions (CCR, Finance & Admin Services Br) . . . . .	CCR 7 150
Min of Government Services (Finance and Office Services Br) . . . . .	MGS 6 255
Min of Health (Finance and Accounting Br) . . . . .	HEALTH 44 296
Min of Housing (Financial Services Br) . . . . .	HOUSING 5 305
Min of Industry, Trade and Technology (Finance and Systems Br) . . . . .	MITT 26 338
Min of Intergov't Affairs (TREASURY, Accounts & Office Services Br) . . . . .	TREASURY 5 527
Min of Labour (Financial Management & Analysis Br) . . . . .	LABOUR 13 353
Min of Municipal Affairs (HOUSING, Financial Services Br) . . . .	HOUSING 5 305
Min of Natural Resources (Financial Resources Br) . . . . .	MNR 8 384
Min of Northern Development and Mines (Financial Services Br) . . . . .	NDM 6 419
Min of Revenue (Administrative & Financial Services Br) . . . . .	REVENUE 20 441
Min of the Attorney General (Financial Managem't & Program Planning) . . . . .	ATT GEN 15 63
Min of the Solicitor General (Financial & Administration Services Br) . . . . .	SOL GEN 7 453
Min of Tourism and Recreation (MITT, Finance and Systems Br) . . . . .	MITT 26 338
Min of Transportation (Financial Planning & Admin Br) . . . . .	MTO 10 499
Min of Treasury and Economics (Accounts & Office Services Br) . . . . .	TREASURY 5 527
Office of the Premier (TREASURY, Accounts & Office Services Br) . . . . .	TREASURY 5 527
Ontario Energy Board (TREASURY, Accounts & Office Services Br) . . . . .	TREASURY 5 527

Ontario Women's Directorate (Finance & Admin Services Section) .....	WOMEN 7	534
accounting, government, coordination .....	TREASURY 10	529
<b>acid rain</b>		
Acidic Precipitation in Ontario Study .....	MOE 16	232
deposition monitoring program, abatement .....	MOE 19	233
effects, aquatic environment, assessment .....	MOE 28	236
research, terrestrial systems .....	MOE 21	233
Acidic Precipitation in Ontario Study (A.P.I.O.S.) .....	MOE 16	232
<i>acts, SEE legislation</i>		
Actuarial Services .....	MBC 24	14
Addiction Research Foundation .....	HEALTH 52	300
<b>Administration</b>		
Administrative Services Br .....	EDUC 22	215
Communication Services Br .....	EDUC 20	215
Financial Services Br .....	EDUC 21	215
Human Resources Br .....	EDUC 25	216
Information Technology and Systems Br .....	EDUC 23	216
Internal Audit Br .....	EDUC 24	216
Administrative and Data Section .....	MOE 27	235
<b>Administrative Services Br</b>		
Cabinet Office (TREASURY, Accounts & Office Services Br) ...	TREASURY 5	527
Civil Service Commission (TREASURY, Accounts & Office Services Br) .....	TREASURY 5	527
Human Resources Secretariat .....	MBC 16	12
Human Resources Secretariat (TREASURY, Accounts & Office Services Br) .....	TREASURY 5	527
Legislative Offices (Office of the Controller) .....	LEGISLATIVE 6	33
Management Board Secretariat (TREASURY, Accounts & Office Services Br) .....	TREASURY 5	527
Min of Citizenship (MCC, Management Systems & Services Br) .....	MCC 5	191
Min of Colleges & Universities .....	EDUC 22	215
Min of Community and Social Services (Capital & Admin Serv Br) .....	COMSOC 44	144
Min of Consumer and Commercial Relations (Finance & Admin Services Br) .....	CCR 8	150
Min of Correctional Services (Financial & Admin Services Br) .....	CORRECTIONS 7	174
Min of Culture and Communications (Management Systems & Services Br) .....	MCC 5	191
Min of Education .....	EDUC 22	215

	White Page
Min of Energy (TREASURY, Accounts & Office Services Br) . . .	TREASURY 5 527
Min of Financial Institutions (CCR, Finance & Admin Services Br) . . . . .	CCR 8 150
Min of Financial Institutions (Support Services Br) . . . . .	MFI 8 249
Min of Government Services (Finance and Office Services Br) . . . . .	MGS 6 255
Min of Health (Supply and Services Br) . . . . .	HEALTH 46 297
Min of Housing (Facilities and Services) . . . . .	HOUSING 10 307
Min of Industry, Trade and Technology (Management Services Br) . . . . .	MITT 28 340
Min of Intergov't Affairs (TREASURY, Accounts & Office Services Br) . . . . .	TREASURY 5 527
Min of Labour (Administrative Operations Br) . . . . .	LABOUR 14 353
Min of Municipal Affairs, (HOUSING, Facilities and Services) . .	HOUSING 10 307
Min of Natural Resources Br . . . . .	MNR 7 384
Min of Northern Development and Mines (Info Technology & Office Serv) . . . . .	NDM 8 420
Min of Revenue (Administrative & Financial Services Br) . . . . .	REVENUE 20 441
Min of Skills Development (Finance and Administration Division) . . . . .	SKILLS 5 447
Min of the Environment . . . . .	MOE 8 230
Min of the Solicitor General (Financial & Administration Services Br) . . . . .	SOL GEN 7 453
Min of the Solicitor General (Fire Marshal's Office) . . . . .	SOL GEN 14 456
Min of Tourism and Recreation (Finance and Administration Br) . . . . .	MTR 5 484
Min of Tourism and Recreation (MITT, Management Services Br) . . . . .	MITT 28 340
Min of Transportation (Administrative Services) . . . . .	MTO 58 515
Min of Transportation (Supply & Services Br) . . . . .	MTO 15 500
Min of Treasury and Economics (Accounts & Office Services Br) . . . . .	TREASURY 5 527
Office of the Premier (TREASURY, Accounts & Office Services Br) . . . . .	TREASURY 5 527
Ontario Energy Board (TREASURY, Accounts & Office Services Br) . . . . .	TREASURY 5 527
Ontario Women's Directorate (Finance & Admin Services Section) . . . . .	WOMEN 7 534
Administrative Services Section . . . . .	MOE 39 241
adoption	
children, family courts . . . . .	ATT GEN 39 72
disclosure registry . . . . .	COMSOC 25 138
records . . . . .	CCR 35 167
Adoption Disclosure Register . . . . .	COMSOC 25 138
ADP (Assistive Devices Program) . . . . .	HEALTH 31 289
adult education	
non-credit, literacy courses, home study . . . . .	EDUC 18 214



	White Page
TV Ontario .....	MCC 34 202
university level, credit courses .....	MCC 31 202
<b>adults</b>	
adoption, information .....	COMSOC 25 138
community corrections programs .....	CORRECTIONS 22 187
services, programs, delivery .....	COMSOC 4 121
services, programs, delivery .....	COMSOC 8 123
skills development .....	MCU 6 115
<b>advertising</b>	
cease and desist orders, appeals, review .....	CCR 36 167
films, print, approval .....	CCR 19 155
jobs, Ontario government ministries .....	MBC 23 14
liquor, regulation .....	CCR 38 168
Min of Industry, Trade and Technology .....	MITT 1 329
permits, provincial highways, signs, buildings, structure .....	MTO 57 513
permits, signs, utilities, entrances, buildings .....	MTO 6 498
political, limitations .....	LEGISLATIVE 11 35
tourism .....	MTR 14 487
<b>Advice and Counsel Section</b> .....	MITT 10 331
<b>Advisory Council on Multiculturalism and Citizenship</b> .....	CITIZENSHIP 10 113
<b>Advisory Council on Occupational Health &amp; Safety</b> .....	LABOUR 28 363
<b>Advisory Council on Women's Issues</b> .....	WOMEN 1 533
<b>Advocacy Section</b> .....	MITT 11 332
<b>affidavits</b>	
certification .....	MGS 32 263
commissioners, appointments .....	ATT GEN 26 67
<b>affirmative action coordinators, municipal, subsidies</b> .....	MUN AFF 13 372
<i>Affirmative Action Prog, SEE Employment Equity Pr</i>	
<i>Age of Majority Card, SEE Liquor Licence Board</i>	
<i>aged, homes for, SEE homes for the aged</i>	
<i>aged, SEE senior citizens</i>	
<b>agencies, boards, commissions</b>	
background information .....	ATT GEN 46 103
financial statements, audit .....	LEGISLATIVE 17 37
<b>Aggregate Resources Section</b> .....	MNR 19 392
<b>aggregate, resources, management</b> .....	MNR 19 392
<b>Agricrew</b> .....	AG & FOOD 34 54

		White Page
Agricultural and Industrial Chemicals Section .....	MOE 13	231
Agricultural Council of Ontario .....	AG & FOOD 37	56
Agricultural Energy Services Program, grants .....	ENERGY 14	224
Agricultural Engineering Services .....	AG & FOOD 36	55
Agricultural Laboratory Services Br		
Pest Diagnostic and Advisory Clinic .....	AG & FOOD 28	52
Provincial Pesticide Residue Testing Laboratory .....	AG & FOOD 27	52
Agricultural Land Sales Program .....	MGS 35	265
Agricultural Representatives Br .....	AG & FOOD 22	46
Agricultural Research Institute of Ontario .....	AG & FOOD 41	57
Agricultural Rural Development Agreement .....	AG & FOOD 8	41
Agricultural Tile Drainage Installation Act.....	AG & FOOD 29	52
agriculture		
air pollution, damage, investigation .....	MOE 21	233
business management, education .....	AG & FOOD 35	54
consumers, general information .....	AG & FOOD 1	39
education .....	AG & FOOD 35	54
energy, information .....	AG & FOOD 26	52
engineering, consulting .....	AG & FOOD 36	55
Four H (4-H) Program, coordination .....	AG & FOOD 34	54
history, museum .....	AG & FOOD 33	54
information, education, consultation .....	AG & FOOD 22	46
information, education, consultation, field offices .....	AG & FOOD 23	47
information, programs, financial policies .....	AG & FOOD 8	41
land, interests, non-residents, registration .....	AG & FOOD 9	42
marketing, economics, research, colleges .....	AG & FOOD 35	54
Northern Ontario, Min of Northern Development and Mines ..	AG & FOOD 23	47
products, market development .....	AG & FOOD 16	44
public, land, agricultural use, control .....	MNR 17	391
representatives .....	AG & FOOD 23	47
research, colleges .....	AG & FOOD 35	54
research, policy, inquiries .....	AG & FOOD 41	57
societies, advisory services, resources .....	AG & FOOD 34	54
statistics, policy .....	AG & FOOD 4	40
<i>see also farms</i>		
Agrinorth .....	AG & FOOD 8	41
agroclimatology, farm weather forecast .....	AG & FOOD 26	52
AIDS		
audio-visual, publications .....	HEALTH 11	277
education, policy, consultation .....	HEALTH 11	277
statistics, trends, monitoring .....	HEALTH 11	277

<b>AIDS Section</b> .....	HEALTH 11	277
<b>air</b>		
analysis, health hazards, industry .....	LABOUR 22	359
analysis, mines, pits and quarries .....	LABOUR 24	361
analysis, pollution .....	AG & FOOD 27	52
conditions, monitoring, analysis .....	MOE 33	237
contaminants, environmental, research, measurement, impact .....	MOE 20	233
emission control devices, applications .....	MOE 38	241
emissions, standards .....	MOE 19	233
pollution, appeals .....	MOE 49	244
pollution, automotive, strategy .....	MOE 20	233
pollution, soils, crops, damage, investigation .....	MOE 21	233
quality, criteria and standards .....	MOE 21	233
quality, standards, establishment .....	MOE 20	233
quality, standards, statistics .....	MOE 19	233
services, monitor, carrier applications, review .....	MTO 33	506
services, Northern Ontario .....	NDM 18	428
surveys, monitoring .....	MOE 19	233
<b>Air Pollution Index</b> .....	MOE 19	233
<b>Air Quality and Meteorology Section</b> .....	MOE 19	233
<b>Air Resources Br</b>		
Air Quality and Meteorology Section .....	MOE 19	233
Emission Technology and Regulation Development Section .....	MOE 20	233
Phytotoxicology Section .....	MOE 21	233
<b>air-conditioning mechanics, certification</b> .....	SKILLS 8	448
<b>aircraft, forest fire protection</b> .....	MNR 35	409
<b>Aird Scholarship</b>		
disabled, students, colleges, universities .....	MCU 8	116
<b>airports</b>		
municipalities, financial assistance .....	MTO 33	506
Northern Ontario, construction, operation .....	MTO 64	523
Northern Ontario, remote, construction, maintenance, planning .....	MTO 33	506
<b>alcohol</b>		
addiction, research, education, treatment, consultation .....	HEALTH 52	300
beverages, consumption, sale, licences, advertising .....	CCR 38	168
<i>see also liquor, wine</i>		
<i>ale, SEE liquor</i>		
<b>algae, control, lakes</b> .....	MOE 29	236
<b>Algonquin Forestry Authority</b> .....	MNR 38	415



	White Page
<b>allowances</b>	
family benefits, GAINS-D .....	COMSOC 31 139
incentive, General Welfare Assistance Program .....	COMSOC 32 139
<b>Alternate Payments Program, administration .....</b>	HEALTH 25 287
<b>Alternative Energy Development Section .....</b>	ENERGY 15 225
<b>Amalgamated Transit Union, grievances, hearings .....</b>	LABOUR 30 364
<b>Ambulance Services Br. ....</b>	HEALTH 32 290
<b>ambulances</b>	
air service, Northern Ontario, capital support .....	NDM 10 423
air transfers, coordination, licences, vehicles, equipment .....	HEALTH 32 290
funding approval, training program, advice .....	HEALTH 32 290
services, complaints, inquiries, advice .....	HEALTH 32 290
<b>Amended Theatres Act</b>	
film, video, classification, approval, guidelines .....	CCR 19 155
<b>ammunition, sale, manufacture, permits .....</b>	SOL GEN 47 479
<b>AMO (Association of Municipalities of Ontario) .....</b>	MUN AFF 12 372
<b>Amusement Devices Act, administration .....</b>	CCR 25 157
<b>Analysis and Planning Section .....</b>	MGS 5 255
<b>Anatomy Act, aministration .....</b>	SOL GEN 22 462
<b>Animal Industry Br. ....</b>	AG & FOOD 24 51
<b>animals</b>	
analysis, pollution .....	AG & FOOD 27 52
dead, disposal, licences, inspection .....	AG & FOOD 21 46
dead, farm, collection and processing .....	AG & FOOD 17 45
disease testing .....	AG & FOOD 25 51
laboratory, suppliers, licences .....	AG & FOOD 24 51
research facilities, registration .....	AG & FOOD 24 51
<i>see also livestock, wildlife</i>	
<b>Anti-Rackets Br, OPP .....</b>	SOL GEN 41 477
<b>apiaries, registration .....</b>	AG & FOOD 20 45
<b>appeals</b>	
Labour Relations Tribunal, union representation .....	LABOUR 30 364
Min of Housing, information, advice, hearings .....	HOUSING 16 311
tribunals, grievances, non-bargaining OPS employees .....	LABOUR 30 364
Workers' Compensation Act, hearings .....	LABOUR 32 368
<b>appraisal</b>	
acquisition, real estate, government .....	MGS 36 265
public land, market value, dispositions .....	MNR 17 391
real property, government, policies, procedures, review .....	MTO 19 502

		White Page
Apprenticeship and Tradesmen's Qualification Act .....	SKILLS 8	448
Apprenticeship Br. ....	SKILLS 8	448
apprenticeship, inmates training, credits .....	CORRECTIONS 25	188
Approvals and Engineering Office .....	MOE 34	240
Aquatic Biology Section .....	MOE 29	236
<b>arbitration</b>		
board, arbitrators, selection .....	LABOUR 26	363
construction, grievances, hearings .....	LABOUR 29	364
Ontario Municipal Board, case preparation .....	MTO 19	502
police, monitor, evaluate, improve .....	SOL GEN 49	480
<b>archaeological</b>		
exhibits, collections .....	MCC 41	205
grants, artifact analysis .....	MCC 22	198
grants, artifact analysis .....	MCC 36	203
licences, advice on issuing .....	MCC 36	203
licences, refusal, appeals .....	MCC 32	202
sites, designation, appeals .....	MCC 32	202
Archaeological Field Offices .....	MCC 22	198
<b>architectural</b>		
advice to school boards, building needs, elementary, secondary schools .....	EDUC 7	209
<b>architectural conservation</b>		
grants, loans .....	MCC 36	203
grants, Ontario Heritage Foundation .....	MCC 22	198
sites, designation, appeals .....	MCC 32	202
Archives of Ontario .....	MCC 25	200
archives, film .....	MCC 38	204
arenas, liaison, public entertainment standards .....	CCR 21	156
ARF (Addiction Research Foundation) .....	HEALTH 52	300
arson investigations .....	SOL GEN 16	456
<b>art</b>		
book shop .....	MCC 30	201
classes .....	MCC 30	201
collection, Ontario Government, cataloguing, restoration, exhibition .....	MGS 1	253
gallery, McMichael Canadian Collection .....	MCC 43	205
historical, acquisition .....	MCC 36	203
instruction, Royal Ontario Museum .....	MCC 41	205
Legislative Building, tours .....	LEGISLATIVE 8	34

		White Page
Native peoples, collection .....	MCC 43	205
reference library .....	MCC 30	201
rental .....	MCC 30	201
<b>art galleries</b>		
grants, Ontario Arts Council .....	MCC 33	202
<i>see also Art Gallery of Ontario, McMichael Canadian Collection</i>		
<b>Art Gallery of Ontario</b>		
Min of Culture and Communications Agency .....	MCC 30	201
travelling exhibits .....	MCC 13	195
<b>Artifact Valuation Committee</b> .....	AG & FOOD 33	54
<b>artificial insemination of livestock</b>		
providers, inspection, licence issue .....	AG & FOOD 24	51
<b>Artificial Insemination of Livestock Act</b> .....	AG & FOOD 8	41
<b>artists</b>		
Franco-Ontarian, development .....	MCC 33	202
grants, cultural exchanges .....	MCC 16	196
native, McMichael Canadian Collection .....	MCC 43	205
video, grants .....	MCC 33	202
<b>arts</b>		
appreciation, radio programming .....	MCC 31	202
collections, Royal Ontario Museum .....	MCC 41	205
exhibits for festivals .....	MCC 13	195
grants, community, development .....	MCC 10	193
organizations, cultural exchanges, information, grants .....	MCC 16	196
performing, creative arts groups, grants .....	MCC 33	202
resource material .....	MCC 6	192
service organizations, grants .....	MCC 15	196
training organizations, grants .....	MCC 15	196
visual, Art Gallery of Ontario .....	MCC 30	201
<b>Arts Abroad</b> .....	MCC 16	196
<b>Arts Br</b>		
Arts Abroad .....	MCC 16	196
Min of Culture and Communications .....	MCC 15	196
<b>assaults</b>		
racially-motivated, advice .....	ATT GEN 7	61
women, Transition Houses, Centres, Crisis Telephones, counselling .....	COMSOC 38	141
<b>assessment</b>		
business, complaints .....	ATT GEN 22	65
environmental, analytical support, laboratory services .....	MOE 22	234
information management, systems .....	REVENUE 13	436
lawyer's bills, review, appeals .....	ATT GEN 28	68



real property .....	REVENUE 14	437
real property, complaints .....	ATT GEN 22	65
real property, library .....	REVENUE 21	442
valuation, expertise, judicial appeal .....	REVENUE 15	440
<i>see also taxation</i>		
Assessment Act, appeals .....	ATT GEN 21	65
Assessment Policies and Priorities Br .....	REVENUE 12	436
Assessment Review Board .....	ATT GEN 22	65
Assets Disposal Service .....	MGS 20	260
assignment of book debts, registration .....	CCR 32	165
Assistant Deputy Minister Mental Health .....	HEALTH 33	290
Assistive Devices Br .....	HEALTH 31	289
Assistive Devices Program		
payment systems, operation .....	HEALTH 44	296
Assistive Devices Program (ADP) .....	HEALTH 31	289
Association of Municipalities of Ontario (AMO) .....	MUN AFF 12	372
athletes, amateur, financial assistance, awards .....	MTR 10	485
Athletics Commissioner .....	CCR 21	156
Athletics Control Act, administration .....	CCR 21	156
<i>athletics, SEE sports</i>		
<i>attacks, SEE assaults</i>		
auctions, livestock, licences .....	AG & FOOD 21	46
audio-visual		
archives .....	MCC 25	200
development, distribution, resources .....	CITIZENSHIP 4	108
library .....	MCC 30	201
materials, addiction, alcohol, drugs .....	HEALTH 52	300
materials, English/French as a Second Language .....	CITIZENSHIP 4	108
materials, fire .....	SOL GEN 19	461
presentations, Niagara Escarpment Commission .....	MUN AFF 1	369
programs, production, Training Academy .....	SOL GEN 27	464
<i>see also Communications Br entries</i>		
audiology		
bursaries, Northern Ontario .....	NDM 10	423
bursaries, students, underserved areas .....	HEALTH 20	285
professionals, incentives, practice, underserved areas .....	HEALTH 20	285

**audit**

OPP programs, activities .....	SOL GEN 26	464
provincial accounts .....	LEGISLATIVE 17	37
school boards, financial statements .....	EDUC 7	209
transfer payments, provincial-municipal .....	MUN AFF 6	370

<b>Audit Act</b> .....	LEGISLATIVE 17	37
------------------------	----------------	----

**Audit Br**

Cabinet Office (TREASURY, Internal Audit Services Br) .....	TREASURY 6	528
Civil Service Commission (TREASURY, Internal Audit Services Br) .....	TREASURY 6	528
Human Resources Secretariat (TREASURY, Internal Audit Services Br) .....	TREASURY 6	528
Management Board (TREASURY, Internal Audit Services Br) ..	TREASURY 6	528
Min of Agriculture and Food (Audit Services Br) .....	AG & FOOD 13	43
Min of Citizenship (MCC, Internal Audit Br) .....	MCC 9	193
Min of Community and Social Services (Comprehensive Audit & Review Br) .....	COMSOC 47	145
Min of Consumer and Commercial Relations (Internal Audit Br) .....	CCR 9	150
Min of Correctional Services (Op. Review, Audit & Investigation) .....	CORRECTIONS 1	171
Min of Culture and Communications (Internal Audit Br) .....	MCC 9	193
Min of Education (Internal Audit Br) .....	EDUC 24	216
Min of Energy (TREASURY, Internal Audit Services Br) .....	TREASURY 6	528
Min of Financial Institutions (CCR, Internal Audit Br) .....	CCR 9	150
Min of Government Services .....	MGS 7	255
Min of Health .....	HEALTH 49	298
Min of Housing (Operations Review & Audit Br) .....	HOUSING 8	306
Min of Industry, Trade and Technology .....	MITT 5	330
Min of Intergov't Affairs (TREASURY, Internal Audit Services Br) .....	TREASURY 6	528
Min of Labour (Internal Audit) .....	LABOUR 15	354
Min of Municipal Affairs (HOUSING, Operations Review & Audit Br) .....	HOUSING 8	306
Min of Natural Resources (Internal Audit Services Br) .....	MNR 9	385
Min of Northern Development and Mines (Audit Services Br) .....	NDM 7	420
Min of Revenue (Audit Services Br) .....	REVENUE 1	430
Min of the Attorney General (Audit Services Br) .....	ATT GEN 17	64
Min of the Environment (Management Audit Br) .....	MOE 9	230
Min of the Solicitor General (Internal Audit Br) .....	SOL GEN 10	454
Min of Tourism and Recreation (Audit Services Br) .....	MTR 4	484
Min of Transportation (Internal Audit Br) .....	MTO 3	497
Min of Treasury and Economics (Internal Audit Services Br) ..	TREASURY 6	528
Office of the Premier (TREASURY, Internal Audit Services Br) .....	TREASURY 6	528

<b>autobody repairs, certification</b> .....	SKILLS 8	448
--	----------	-----

*automobiles, SEE motor vehicles*

<b>Automotive Technology and Systems Office</b> .....	MTO 43	<b>509</b>
<b>autopsies</b>		
forensic science .....	SOL GEN 23	<b>463</b>
orders, coroners .....	SOL GEN 22	<b>462</b>
<b>Auxiliary Police Program</b> .....	SOL GEN 36	<b>467</b>
<b>Aviation and Fire Management Centre</b> .....	MNR 35	<b>409</b>
<b>aviation fuel, taxation, administration</b> .....	REVENUE 4	<b>431</b>
<b>Aviation Office</b> .....	MTO 33	<b>506</b>
<b>awards</b>		
OPP honours, administration .....	SOL GEN 24	<b>463</b>
sports .....	MTR 10	<b>485</b>
Volunteer Awards Program .....	COMSOC 18	<b>135</b>
<b>Background, newsletter, legislation, gov't projects</b> .....	MUN AFF 12	<b>372</b>
<b>bail</b>		
procedures, information .....	ATT GEN 35	<b>70</b>
verification, supervision, ability to post .....	CORRECTIONS 23	<b>187</b>
<b>bailiffs</b>		
supervision, control .....	CCR 16	<b>153</b>
unfair practices, cease and desist orders, appeals .....	CCR 36	<b>167</b>
<b>Bailiffs Act</b>		
consumer complaints, mediation .....	CCR 18	<b>154</b>
Registrar .....	CCR 16	<b>153</b>
<b>Bailiffs, Collection Agencies, Condominiums</b> .....	CCR 16	<b>153</b>
<b>banking</b>		
government liaison .....	TREASURY 10	<b>529</b>
services, public .....	REVENUE 24	<b>443</b>
<b>bankruptcy, court cases, inquiries</b> .....	ATT GEN 29	<b>68</b>
<b>Bargaining Unit Pay and Classification Br</b> .....	MBC 21	<b>13</b>
<b>Beach Protection Act</b>		
administration, advice .....	MNR 19	<b>392</b>
administrative, judicial duties .....	MNR 39	<b>416</b>
<b>bear (wildlife), management, information</b> .....	MNR 32	<b>402</b>
<b>Bear Damage to Livestock Compensation Program</b> .....	AG & FOOD 8	<b>41</b>
<b>Beds of Navigable Waters Act, administration</b> .....	MNR 17	<b>391</b>
<b>Beef Cattle Financial Protection Program, enforcement</b> .....	AG & FOOD 17	<b>45</b>
<b>Beef Cattle Marketing Act</b> .....	AG & FOOD 21	<b>46</b>

*beer, SEE alcohol, liquor*



		White Page
Bees Act, administration .....	AG & FOOD 20	45
benefit plans, Ontario Public Service employees		
administration .....	MGS 15	258
policy .....	MBC 22	14
Benefits Policy Br .....	MBC 22	14
<i>benefits, equal, SEE employment</i>		
betting, illegal, investigation .....	SOL GEN 43	478
BIA (Business Improvement Area Program) .....	MUN AFF 22	377
Big Nickle Mine, Science North, Sudbury .....	MCC 42	205
Big Thunder National Ski Training Centre .....	MTR 12	486
<i>bilingual study programs, SEE Student Awards Br</i>		
<i>bilingualism, SEE French, French language serv</i>		
<b>bills</b>		
individual copies, purchase .....	MGS 27	262
legislation, drafting .....	ATT GEN 3	60
legislation, proposals, consideration .....	LEGISLATIVE 1	16
printing, contracts .....	MGS 19	259
status, inquiries .....	LEGISLATIVE 5	33
<i>see also legislation</i>		
<b>Bills of Sale Act</b>		
administration .....	CCR 32	165
enquiries, interpretation .....	CCR 31	165
<b>birds</b>		
identification, Royal Ontario Museum .....	MCC 41	205
information .....	MCC 40	204
<b>births, registration, statistics, certificates</b> .....	CCR 35	167
<b>blind</b>		
discrimination against, Act, administration .....	ATT GEN 16	63
drugs, free, eligibility .....	HEALTH 30	289
family benefits .....	COMSOC 31	139
financial assistance, allowance, GAINS-D .....	COMSOC 31	139
identification card .....	ATT GEN 16	63
low vision aids, devices, partial payment .....	HEALTH 31	289
students, schools .....	EDUC 14	212
<b>Blind Persons' Rights Act, administration</b> .....	ATT GEN 16	63
<b>Blue Pages, coordination, updates, government listings</b> .....	MGS 22	260
<b>Board of Internal Economy</b> .....	LEGISLATIVE 2	32
<b>Board of Negotiation</b> .....	ATT GEN 24	67

<b>Board of Valuation</b> .....	ATT GEN 25	67
<b>BOAT (Boating Ontario Advisory Team)</b> .....	MNR 28	396
<b>boating</b>		
boathouses, installation, Crown shoreline .....	MNR 17	391
cruise, Northern Ontario .....	NDM 18	428
information, tourist, publications .....	MTR 15	487
<b>Boating Ontario Advisory Team (BOAT)</b>		
interministerial committee, assessment, boating facilities .....	MNR 28	396
<b>Boating/Marine Program</b>		
coordination, review, Environmental Protection Act .....	MOE 37	241
<i>bodies, SEE dead bodies</i>		
<b>boilers</b>		
design, repair, inspection, safety .....	CCR 24	157
<b>Boilers and Pressure Vessels Act</b> .....	CCR 24	157
<b>bonds</b>		
corporations, registration .....	CCR 33	166
insurance claims, capital projects .....	MOE 41	242
itinerant sellers .....	CCR 12	151
<i>see also debentures</i>		
<b>Book Publishing Program</b> .....	MCC 12	195
<b>books</b>		
art, shop .....	MCC 30	201
government, shop .....	MGS 27	262
paperback, distributors, unfair practices, cease, desist orders .....	CCR 36	167
paperback, periodical, distributors, supervision, registration .....	CCR 16	153
publishing, government aid, loan guarantee, interest rebate .....	MCC 12	195
<b>Bookstore, Ontario Government</b> .....	MGS 27	262
<b>Boundaries Act</b>		
enquiries, interpretation .....	CCR 31	165
plans, registration .....	CCR 30	160
<b>boxers, boxing officials, licences</b> .....	CCR 21	156
<b>breathalyzers, maintenance, operators, training</b> .....	SOL GEN 13	455
<b>Brewers' Retail Stores</b>		
beer, sale, authorization .....	CCR 37	168
Ontario Photo Cards, applications .....	CCR 38	168
<b>bridges</b>		
concrete corrosion .....	MTO 28	504
construction, materials testing .....	MTO 21	502

		White Page
contractors' claims, additional costs, assessment .....	MTO 18	501
crown lands, access, construction, maintenance .....	MNR 16	390
highways, design .....	MTO 24	503
municipalities, financial assistance, policy .....	MTO 40	508
research, structure, load-carrying capacity, design code .....	MTO 26	504
testing, structural analysis, design, strength .....	MTO 29	504
<b>Broadcast and Recording Office</b>		
Ontario Legislative Television Satellite Network (ONT. PARL) .....	LEGISLATIVE 7	34
<b>broadcasting</b>		
identification, evaluation, regulatory issues, policy, development .....	MCC 28	200
investigations, presentations, CRTC, federal government .....	MCC 28	200
policy, promotion, interests, industry, public .....	MCC 28	200
<b>Broadcasting and Cable Br</b>		
branch description .....	MCC 28	200
Broadcasting Office .....	MCC 28	200
Cable Office .....	MCC 28	200
<b>broadcasts</b>		
agricultural information, education .....	AG & FOOD 23	47
farm, market .....	AG & FOOD 4	40
<b>budget, provincial, preparation</b> .....	TREASURY 14	530
<b>builders, registration</b> .....	CCR 22	156
<b>Building Action Program, administration</b> .....	HOUSING 27	316
<b>Building Code, administration</b> .....	HOUSING 27	316
<b>Building Industry Secretariat</b> .....	HOUSING 26	316
<b>Building Industry Strategy Board</b> .....	HOUSING 25	315
<b>buildings</b>		
commercial, energy conservation, programs, development .....	ENERGY 13	224
conservation, advice, assistance, technical .....	MCC 22	198
construction, alteration, plans, safety review .....	LABOUR 21	357
construction, safety, regulations .....	LABOUR 20	356
contracts, legal services .....	MGS 8	256
conveyancing, legal services .....	MGS 8	256
government, construction, contracts .....	MGS 42	269
government, design, furnishing .....	MGS 41	269
government, energy management .....	MGS 41	269
government, maintenance, repair, alterations, construction .....	MGS 40	267
government, minor capital projects, tenders, construction, supervision .....	MGS 40	267
government, property management, food, horticulture .....	MGS 40	267
government, public, municipal, grants, energy conservation .....	ENERGY 13	224
government, security guards, patrol .....	SOL GEN 45	479



		White Page
government, security, safety .....	MGS 40	267
government-funded, plans, approval, fire safety .....	SOL GEN 15	456
industry, strategy, market expansion, career development .....	HOUSING 26	316
low-rise, rental, loans, improvement, low moderate-income .....	HOUSING 22	314
municipal, improvement, commercial districts .....	MUN AFF 22	377
regulations, advice, municipalities, builders, public .....	HOUSING 27	316
religious, energy conservation, programs, development .....	ENERGY 13	224
services, leasing, parking .....	SOL GEN 9	454
<i>buildings, preservation, SEE architectural conser</i>		
<b>burials</b>		
consumer complaints, investigation, inquiries .....	CCR 17	153
grounds, supervision .....	CCR 17	153
special welfare assistance .....	COMSOC 32	139
<b>bursaries</b>		
Northern Ontario, medical, dental students .....	NDM 10	423
speech pathologists, audiologists, Northern Ontario .....	NDM 10	423
students, colleges, universities .....	MCU 8	116
students, health care professions, practice, underserved areas ....	HEALTH 20	285
<i>see also financial assistance</i>		
<b>buses</b>		
commercial, registration, reciprocity agreements .....	MTO 56	512
licence issuance .....	MTO 50	511
non-commercial, inspection, monitoring .....	MTO 60	515
operators, licences .....	MTO 66	524
school, inspection, monitoring .....	MTO 60	515
school, safety programs .....	MTO 1	496
services, Northern Ontario .....	NDM 18	428
transit, technology, research .....	MTO 43	509
<b>business</b>		
administration, library .....	REVENUE 21	442
assessment, complaints .....	ATT GEN 22	65
brokers, unfair practices, cease and desist orders, appeals .....	CCR 36	167
discrimination, complaints, mediation .....	CCR 18	154
dissolution, withdrawal, registration, searches .....	CCR 33	166
distribution, transportation, goods, products, consulting service .....	MTO 37	507
foreign, prospects, counselling, appraisal .....	MITT 20	335
government contract, foreign markets .....	MITT 29	340
improvement area, program .....	MUN AFF 22	377
information, resource materials .....	CCR 6	149
investment, Ontario .....	MITT 18	335
landlords, rental housing, training programs .....	HOUSING 19	312
opportunities, identification, assistance .....	MITT 14	333
opportunities, identification, manufacturers, assistance .....	MITT 13	332
opportunities, technology, industrial, transportation .....	MTO 32	505
partnerships, registration, searches .....	CCR 33	166

	White Page
practices, unfair, complaints, mediation .....	CCR 18 154
proprietorships, registration, searches .....	CCR 33 166
registration, file .....	CCR 12 151
retail sales tax .....	REVENUE 5 432
seminars, starting a business, marketing .....	MITT 10 331
Small Business Development Corporation Program .....	REVENUE 4 431
small, access to financing, legislation .....	MITT 11 332
small, counselling, programs, services .....	MITT 17 333
small, services, self-help materials .....	MITT 10 331
small, toll-free, information service .....	MITT 10 331
store (retail) closing legislation .....	SOL GEN 3 452
tourism, counselling, investors, entrepreneurs .....	MTR 13 486
tourism, manufacturing, service, financial assistance, advice .....	MITT 35 342
unfair practices, cease and desist orders, appeals .....	CCR 36 167
vendor permits .....	REVENUE 5 432
<i>see also corporations, industry</i>	
<b>Business Corporations Act, 1982, administration</b> .....	MFI 9 249
<b>Business Development Br</b>	
Industrial Products Section .....	MITT 13 332
Institutional Products and Procurement Section .....	MITT 14 333
Market Development Section .....	MITT 12 332
<b>Business Immigration Section</b> .....	MITT 20 335
<b>Business Improvement Area Program (BIA)</b> .....	MUN AFF 22 377
<b>Business Practices Act</b>	
consumer complaints, mediation .....	CCR 18 154
<i>butter, SEE dairy</i>	
<b>CAATs (Collges of Applied Arts and Technology)</b> .....	MCU 6 115
<b>Cabinet</b> .....	CABINET 1 4
<b>Cabinet Committee on Native Affairs (CCNA)</b> .....	NAT AFF 1 381
<b>CAIP (see PRIDE Program)</b> .....	MUN AFF 21 376
<i>caisses populaires, SEE credit unions</i>	
<b>campgrounds</b>	
information, vacancies, publications .....	MTR 15 487
Niagara Parks Commission .....	MTR 22 493
non-profit, grants .....	MTR 11 486
operation, St. Lawrence Parks Commission .....	MTR 27 495
<b>Canada Assistance Plan (CAP)</b> .....	COMSOC 3 120
<b>Canada Deposit Insurance Corporation</b> .....	MFI 3 247
<b>Canada Ontario Agreement on Training</b> .....	SKILLS 4 446

	White Page
Canada Ontario Forest Resources Development Agreement .....	MNR 16 390
Canada Student Loans Plan .....	MCU 8 116
Canada-Ontario Agreement for Sewage Program (COASP) .....	MOE 40 242
Canadian Agreement on Vehicle Registration (CAVR) .....	MTO 56 512
Canadian Insurance Exchange Act, 1986, administration .....	MFI 4 248
Canadian Jobs Strategy, colleges, vocational training .....	MCU 6 115
Canadian Police Information Centre (CPIC)	
network management .....	SOL GEN 53 481
OPP, communications system, provision .....	SOL GEN 33 466
Canadian Radio-Television & Telecomm. Commission (CRTC) .....	MCC 29 201
Canadian Standards Association	
elevating devices, safety codes, development, participation .....	CCR 25 157
Canadian Studies Seminars, European Teachers .....	EDUC 4 208
Canadian Union of Public Employees (CUPE) .....	LABOUR 30 364
Canadian Western Agribition Livestock Transportation .....	AG & FOOD 8 41
Canadiana, Royal Ontario Museum .....	MCC 41 205
Cancer Information Service .....	HEALTH 54 300
Cancer Treatment and Research Foundation, Ontario .....	HEALTH 54 300
canoes, outfitters, information .....	MTR 15 487
CAP (Canada Assistance Plan) .....	COMSOC 3 120
Capital and Administrative Services Br. ....	COMSOC 44 144
Capital Planning Br. ....	HEALTH 26 287

*car pooling, SEE motor vehicles*

#### career

    information service, students .....

*see also vocational—counselling; vocational—training*

carpenters, certification, voluntary .....

Carrier Control Office .....

Carrier Licensing Office .....

CARS (Central Attendance Recording System) .....

*cars, SEE motor vehicles*

*cartography, SEE maps*



	White Page
Cash and Investment Management Section .....	TREASURY 8 528
catering, facilities, Ottawa Congress Centre .....	MTR 25 494
<i>cattle, SEE livestock</i>	
caucus	
Government, Liberal Party .....	LEGISLATIVE 13 36
New Democratic Party .....	LEGISLATIVE 14 36
Progressive Conservative Party .....	LEGISLATIVE 15 36
CAVR (Canadian Agreement on Vehicle Registration) .....	MTO 56 512
CCNA (Cabinet Committee on Native Affairs) .....	NAT AFF 1 381
cemeteries	
care of, perpetual, funds in trust .....	ATT GEN 11 62
supervision, consumer complaints, investigation, inquiries .....	CCR 17 153
Cemeteries Act, .....	CCR 17 153
Cemeteries Regulation Section .....	CCR 17 153
Central Attendance Recording System (CARS) .....	MGS 15 258
Central Collection Service .....	MGS 30 263
Central Operations Br. ....	MGS 40 267
Central Registration Section .....	CCR 12 151
Central Resources Bank, job applications .....	MBC 15 11
Centre for Canadian Historical Horticultural Studies .....	MCC 40 204
Centre for Early Childhood and Elementary Education .....	EDUC 10 211
Centre for Secondary and Adult Education .....	EDUC 11 211
Centre of Forensic Sciences .....	SOL GEN 13 455
ceremonies, official, arrangements, hospitality .....	MIA 3 346
Certificates of Appointment .....	MGS 32 263
certification	
affidavits, notarized documents .....	MGS 32 263
hunter education instructors .....	MNR 32 402
natural gas, fitters, handlers .....	CCR 26 158
oil burner mechanics .....	CCR 26 158
propane, fitters, handlers .....	CCR 26 158
teachers, regulation, policy .....	MCU 5 115
trade unions .....	LABOUR 29 364
trades .....	SKILLS 8 448
Certification of Titles Act, enquiries, interpretation .....	CCR 31 165
CETA (Community Economic Transformation Agreements) .....	TREASURY 17 531

CHA (Consolidated Hearings Act) .....	MOE 48	244
Change of Name Act, enquiries, interpretation .....	CCR 31	165
<b>Chaplaincy Services</b>		
Min of Community and Social Services .....	COMSOC 6	121
Min of Health .....	HEALTH 57	302
<b>charitable organizations</b>		
legacies to .....	ATT GEN 11	62
operation, review .....	ATT GEN 11	62
sales, cash and carry, surplus equipment, materials .....	MGS 20	260
<i>see also corporations—non-profit</i>		
<i>charters, corporations, SEE corporations</i>		
chattel mortgages, registration .....	CCR 32	165
CHC (Community Health Centre) .....	HEALTH 6	274
Checklist and Catalogue Service .....	LEGISLATIVE 10	35
<i>cheese, SEE dairy</i>		
<b>chemical</b>		
analysis for pollutants .....	AG & FOOD 27	52
analysis, health hazards, industry, control .....	LABOUR 22	359
de-icing, environmental effect .....	MTO 28	504
hazards, occupational, research .....	LABOUR 19	355
industrial, advice, information .....	MOE 13	231
cheque printing, payments, government .....	MGS 29	263
Chest Service .....	LABOUR 23	360
Chi-Cheemaun, M.S., ferry .....	NDM 18	428
Chief Election Officer .....	LEGISLATIVE 12	35
Chief Forest Economist .....	MNR 13	386
Chief Provincial Firearms Officer .....	SOL GEN 47	479
<b>Chief Whip</b>		
Liberal Party .....	LEGISLATIVE 13	36
New Democratic Party .....	LEGISLATIVE 14	36
Progressive Conservative Party .....	LEGISLATIVE 15	36
Child Abuse Register .....	COMSOC 12	134
<b>Child and Family Services Act</b>		
Child Abuse Register .....	COMSOC 12	134
Child and Family Services Review Board .....	COMSOC 19	136
Crown Ward, review .....	COMSOC 13	134
policy, programs, adoption disclosure, child welfare services .....	COMSOC 24	137
policy, programs, children, residential care, licensing .....	COMSOC 24	137

		White Page
policy, programs, social assistance, Native people .....	COMSOC 24	137
<b>Child and Family Services Review Board .....</b>	<b>COMSOC 19</b>	<b>136</b>
<b>Child Care Br .....</b>	<b>COMSOC 37</b>	<b>141</b>
<b>children</b>		
abuse, register .....	COMSOC 12	134
adoption, family courts .....	ATT GEN 39	72
adoption, records .....	CCR 35	167
civil rights representation .....	ATT GEN 10	62
clubs, Royal Ontario Museum .....	MCC 41	205
community, support, education .....	COMSOC 24	137
custody orders, international enforcement .....	ATT GEN 45	102
custody, cases, legal representation .....	ATT GEN 10	62
custody, family courts .....	ATT GEN 39	72
disputes, High Court of Justice .....	ATT GEN 27	67
disturbed, treatment, psychiatrists .....	COMSOC 24	137
divorce, care, custody, maintenance .....	ATT GEN 10	62
estates, guardianship .....	ATT GEN 45	102
foster, family benefits .....	COMSOC 31	139
handicapped, home care, allowance .....	COMSOC 33	140
home study, elementary program .....	EDUC 18	214
learning disabilities (severe), schools for .....	EDUC 13	212
legal representation .....	ATT GEN 10	62
library services .....	MCC 17	196
monies in court, administration .....	ATT GEN 14	63
Ontario Public Service employees. care. advice .....	MGS 13	257
policy, program development .....	COMSOC 22	136
problems, social, emotional, behavioral, assessment, counselling .....	COMSOC 24	137
protection, child abuse, neglect, prevention .....	COMSOC 24	137
protection, welfare, family courts .....	ATT GEN 39	72
services, programs, delivery .....	COMSOC 4	121
services, programs, delivery .....	COMSOC 8	123
treatment, schools, School Health Service .....	HEALTH 5	272
unborn, civil rights, representation .....	ATT GEN 10	62
young offenders, detention, probation, supervision, custody .....	COMSOC 24	137
<i>see also day care</i>		
<b>Children's Aid Societies, child welfare services .....</b>	<b>COMSOC 24</b>	<b>137</b>
<b>Children's and Adults' Operations</b>		
Facilities for Developmentally Handicapped .....	COMSOC 9	129
Regional, Area and Local Offices .....	COMSOC 8	123
<b>Children's and Adults' Services .....</b>	<b>COMSOC 4</b>	<b>121</b>
<b>Children's Law Reform Act .....</b>	<b>ATT GEN 45</b>	<b>102</b>
<b>Children's Services Br .....</b>	<b>COMSOC 24</b>	<b>137</b>
<b>children, custody, review .....</b>	<b>COMSOC 20</b>	<b>136</b>



China and South Asia Br .....	MITT 24	337
<b>chiroprodists</b>		
bursaries, students, underserved areas .....	HEALTH 20	285
OHIP claims, adjudication, monitoring .....	HEALTH 43	295
professionals, incentives, practice, underserved areas .....	HEALTH 20	285
Chiropody Program, administration .....	HEALTH 25	287
<b>chiropractors</b>		
OHIP claims, adjudication, monitoring .....	HEALTH 43	295
choreographers, grants .....	MCC 33	202
CHRIS (Corporate Human Resource Information System) .....	MGS 12	257
CHRIS Project .....	MGS 12	257
Christmas trees, inspection, grading .....	AG & FOOD 20	45
churches, non-profit, incorporation, applications .....	CCR 34	166
CICs (Community Information Centres) .....	MCC 20	197
cigarettes, cigars, tobacco, taxation, administration .....	REVENUE 4	431
<b>CITES</b>		
Convention on International Trade and Endangered Species .....	MNR 32	402
Citizens' Inquiry Bureau, information, referral service .....	MGS 26	261
<b>citizenship</b>		
advisory council .....	CITIZENSHIP 10	113
community projects, grants, support .....	CITIZENSHIP 4	108
development, promotion of, public involvement .....	MCC 10	193
Citizenship Development Br .....	CITIZENSHIP 4	108
Citizenship Development Grants Program, administration .....	CITIZENSHIP 4	108
<i>city planning, SEE community planning</i>		
<i>civil servants, SEE employees</i>		
Civil Service Commission .....	MBC 26	15
CJRT-FM Inc .....	MCC 31	202
claim staking, mines, crown lands .....	NDM 14	425
<b>claims</b>		
motor vehicle dealers, compensation .....	CCR 13	152
travel industry, compensation .....	CCR 15	152
Claims, Contracts, Specifications and Audit Section .....	MOE 41	242
claims, counselling .....	ATT GEN 34	70

	White Page
<b>Clarke Institute of Psychiatry</b>	
Metro Toronto Forensic Service .....	ATT GEN 38 71
Min of Health .....	HEALTH 53 300
<b>Clerk of the Legislative Assembly .....</b>	LEGISLATIVE 3 32
<b>Client Services Br .....</b>	MGS 39 266
<i>clothing material, stuff'd, SEE upholstered and stuff</i>	
<b>CMEC (Council of Ministers of Education, Canada) .....</b>	EDUC 4 208
<i>coal, SEE fuels</i>	
<b>COASP (Canada-Ontario Agreement for Sewage Program) .....</b>	MOE 40 242
<b>collection agencies</b>	
supervision, control .....	CCR 16 153
unfair practices, cease and desist orders, appeals .....	CCR 36 167
<b>Collection Agencies Act</b>	
administration .....	CCR 16 153
consumer complaints, mediation .....	CCR 18 154
registration .....	CCR 12 151
<b>collective bargaining</b>	
colleges, academic and support staff, supervision .....	MCU 11 117
colleges, representation .....	MCU 10 117
Ontario Public Service .....	MBC 8 9
teachers, educational programs, Ontario ministries .....	EDUC 28 217
teachers, school boards, administration .....	EDUC 26 217
trade union, termination .....	LABOUR 29 364
<b>Collective Purchasing Section .....</b>	MGS 17 258
<b>College Affairs Br .....</b>	MCU 6 115
<b>College Relations Commission .....</b>	MCU 11 117
<b>Colleges</b>	
collective bargaining, representation, employment conditions, review .....	MCU 10 117
grants transfer .....	EDUC 21 215
vocational training .....	MCU 6 115
<b>Colleges Collective Bargaining Act, administration .....</b>	LABOUR 29 364
<b>Colleges of Agricultural and Food Technology .....</b>	AG & FOOD 35 54
<b>Colleges of Applied Arts and Technology (CAATs) .....</b>	MCU 6 115
<i>collisions, SEE accidents, motor vehicles</i>	
<b>columbaria, supervision .....</b>	CCR 17 153
<b>Commercial Disaster Relief Fund .....</b>	AG & FOOD 8 41

<b>commercial growers</b>		
field and horticultural crops, information .....	AG & FOOD 26	52
pesticide use, information .....	AG & FOOD 26	52
<b>Commercial Registration Appeal Tribunal</b>		
houses, new, builders, vendors, owners, disputes, appeals .....	CCR 22	156
Min of Consumer and Commercial Relations Agency .....	CCR 36	167
<b>Commission on Election Finances .....</b>	LEGISLATIVE 11	35
<b>commissioners, oaths, affidavits, appointments .....</b>	ATT GEN 26	67
<b>Committee of the Whole House</b>		
definition .....	LEGISLATIVE 1	16
<b>Committees Br .....</b>	LEGISLATIVE 4	32
<b>commodities</b>		
(farm), regulation .....	AG & FOOD 14	44
futures trading, inquiries, registration .....	MFI 9	249
<b>Commodity Board Members Act, applications, appeals .....</b>	AG & FOOD 38	56
<b>Commodity Futures Act, administration .....</b>	MFI 9	249
<b>Commonwealth Parliamentary Association .....</b>	LEGISLATIVE 3	32
<b>Communication and Management Services Division .....</b>	ENERGY 3	221
<b>communications</b>		
aids, devices, partial payment .....	HEALTH 31	289
police .....	SOL GEN 53	481
policy, operational, technical advice, federal liaison,		
publication .....	MCC 26	200
service, improvement .....	MCC 27	200
system, OPP, provision .....	SOL GEN 33	466
technology, applications .....	MCC 27	200
<b>Communications and Marketing Br</b>		
Media Production Unit .....	MCC 3	191
<b>Communications Br</b>		
Human Resources Secretariat (Communications) .....	MBC 23	14
Min of Agriculture and Food .....	AG & FOOD 2	40
Min of Citizenship (Communications and Marketing Br) ....	CITIZENSHIP 2	107
Min of Colleges & Universities .....	MCU 1	114
Min of Community & Social Services (Communications and		
Marketing Br) .....	COMSOC 1	119
Min of Consumer and Commercial Relations		
(Communications Services Br) .....	CCR 6	149
Min of Culture and Communications (Communications &		
Marketing Br) .....	MCC 2	190
Min of Education (Communication Services Br) .....	EDUC 20	215



	White Page
Min of Energy (Communication Services Br) . . . . .	ENERGY 6 222
Min of Government Services (Communications Services Br) . . . . .	MGS 1 253
Min of Health (Communications and Information Br) . . . . .	HEALTH 2 271
Min of Housing (Communications & Information Services Br) . . . . .	HOUSING 1 304
Min of Industry, Trade and Technology . . . . .	MITT 1 329
Min of Intergovernmental Affairs (Information Services) . . . . .	MIA 1 345
Min of Labour . . . . .	LABOUR 3 349
Min of Municipal Affairs . . . . .	MUN AFF 4 370
Min of Municipal Affairs (HOUSING, Communications & Information Serv) . . . . .	HOUSING 1 304
Min of Natural Resources (Communications Services Br) . . . . .	MNR 2 382
Min of Northern Development and Mines (Communications Services Br) . . . . .	NDM 5 419
Min of Revenue (Communications Services) . . . . .	REVENUE 21 442
Min of Skills Development (Communications and Marketing Br) . . . . .	SKILLS 2 446
Min of the Attorney General . . . . .	ATT GEN 1 59
Min of the Environment . . . . .	MOE 1 228
Min of the Solicitor General (Communications Services Br) . . . . .	SOL GEN 4 453
Min of Tourism and Recreation . . . . .	MTR 1 483
Min of Transportation (Public & Safety Information Br) . . . . .	MTO 1 496
Min of Treasury and Economics (Communications Services Br) . . . . .	TREASURY 2 526
Ontario Women's Directorate (Public Education Programs & Services Br) . . . . .	WOMEN 5 534
<b>Communications Division</b> . . . . .	MCC 26 200
<b>Community Action Awards</b>	
disabled persons . . . . .	CABINET 2 4
<b>Community Action Fund</b>	
assistance, initiatives, promote equality, disabled . . . . .	CABINET 2 4
subsidies, employment projects . . . . .	SKILLS 9 451
<b>Community Airport Program</b>	
construction, Northern Ontario, funding . . . . .	NDM 12 424
<b>Community and Neighbourhood Support Services Program</b> . . . . .	COMSOC 38 141
<b>Community and Public Health Division</b> . . . . .	HEALTH 3 272
<b>community centres</b>	
liaison, public entertainment standards . . . . .	CCR 21 156
<i>see also recreation</i>	
<i>community colleges, SEE colleges</i>	
<b>Community Corrections Br</b>	
corrections, programs, coordination . . . . .	CORRECTIONS 22 187
Probation & Community Services Section . . . . .	CORRECTIONS 23 187
Residential Services Section . . . . .	CORRECTIONS 24 188

<b>community development</b>		
leadership, participation, consulting, grants .....	CITIZENSHIP 4	108
Native peoples .....	CITIZENSHIP 7	109
Northern Ontario .....	NDM 10	423
recreation, sports, fitness, programs, resources .....	MTR 20	490
resource material .....	MCC 6	192
<b>Community Economic Transformation Agreements (CETA) .....</b>	<b>TREASURY 17</b>	<b>531</b>
<b>Community Facilities Improvement Program</b>		
administration, grants .....	CITIZENSHIP 4	108
grants .....	MCC 10	193
<b>Community Facilities Improvement Program (CFIP)</b>		
archaeological preservation .....	MCC 22	198
<b>Community Health Centre (CHC) .....</b>	<b>HEALTH 6</b>	<b>274</b>
<b>Community Health Programs Br</b>		
Health Service Organization and Community Health Centre Program .....	HEALTH 6	274
Home Care Program .....	HEALTH 5	272
Min of Health .....	HEALTH 4	272
Placement Coordination Services .....	HEALTH 7	275
<b>Community Information Services Unit .....</b>	<b>MCC 20</b>	<b>197</b>
<b>Community Literacy Unit .....</b>	<b>SKILLS 7</b>	<b>447</b>
<b>Community Mental Health Br .....</b>	<b>HEALTH 36</b>	<b>292</b>
<b>Community Mental Health/Addictions Services Program .....</b>	<b>HEALTH 36</b>	<b>292</b>
<b>Community Pastures .....</b>	<b>AG &amp; FOOD 8</b>	<b>41</b>
<b>community planning</b>		
advice, municipalities, development industry, public .....	MUN AFF 19	375
studies, grant programs, administration .....	MUN AFF 19	375
technical advice, handbooks, municipalities, development industry .....	MUN AFF 23	377
workshops, seminars, conferences .....	MUN AFF 19	375
<b>Community Planning Advisory Br .....</b>	<b>MUN AFF 19</b>	<b>375</b>
<b>Community Project Grants (Arts) .....</b>	<b>MCC 15</b>	<b>196</b>
<b>Community Relations Br .....</b>	<b>NDM 9</b>	<b>420</b>
<b>Community Renewal Br</b>		
Business Improvement Area Program .....	MUN AFF 22	377
Min of Municipal Affairs .....	MUN AFF 20	376
PRIDE Program .....	MUN AFF 21	376
<b>Community Resources Unit .....</b>	<b>SKILLS 7</b>	<b>447</b>

		White Page
Community Services Division .....	COMSOC 22	136
Community Services Section, OPP .....	SOL GEN 38	467
Community Wildlife Involvement Program, administration .....	MNR 32	402
Community Youth Supports (CYS) .....	COMSOC 38	141
<b>Companies Br</b>		
Examinations Section .....	CCR 34	166
Records Section .....	CCR 33	166
<i>companies, SEE corporations</i>		
<b>compensation</b>		
accident, motor vehicles, victims, uninsured .....	MFI 7	248
applications, spills, pollutants, damage .....	MOE 53	246
criminal injuries, death .....	ATT GEN 23	66
expropriation, mediation .....	ATT GEN 24	67
land, expropriation .....	ATT GEN 21	65
motor vehicle dealers, claims .....	CCR 13	152
personnel officers, line managers, training .....	MBC 20	13
practices, public and private sectors, statistics .....	MBC 8	9
real property damage, Power Corporation Act .....	ATT GEN 25	67
travel industry, claims .....	CCR 15	152
workers', entitlement, appeals .....	LABOUR 32	368
workers, injured, ill .....	LABOUR 31	365
<i>see also pay</i>		
<i>complaints, SEE consumer complaints</i>		
<b>Compliance Br</b>		
Carrier Control Office .....	MTO 51	511
Carrier Licensing Office .....	MTO 50	511
Operational Policy and Standards Office .....	MTO 52	511
Vehicle Standards Office .....	MTO 54	512
Weights and Dimensions Office .....	MTO 53	512
composers, grants .....	MCC 33	202
Comprehensive Audit and Review Br .....	COMSOC 47	145
compression plants, registration, classification .....	CCR 24	157
Compulsory Automobile Insurance Act .....	MFI 7	248
<b>Computer and Telecommunication Services</b>		
Education Centre .....	MGS 33	264
Min of Government Services .....	MGS 33	264
Computer and Telecommunications Br, OPP .....	SOL GEN 33	466
Computer and Telecommunications Services Br .....	ATT GEN 13	62
Computer Systems Br .....	MTO 11	499



**computers**

centres, mainframe, information storage, printing .....	MGS 33	264
courses, provision, government users .....	MGS 33	264
data services, information management .....	REVENUE 13	436
distributed processing, mainframe, user's site, support .....	MGS 33	264
graphics, application, traffic systems .....	MTO 30	505
libraries, public, use in, advice .....	MCC 19	197
services, provision, regional offices .....	MTO 65	523
system, fire statistics .....	SOL GEN 20	462
systems, policy, Min of Health .....	HEALTH 18	285
technology, coordination, consultation .....	NDM 8	420
telephone systems, specialized advice, information technology .....	MGS 33	264
training programs, ministry users .....	EDUC 23	216
<i>see also systems development; Systems Development Br</i>		

<b>Computers in Education Centre</b> .....	EDUC 17	214
--	---------	-----

<b>conditional sale contracts, registration</b> .....	CCR 32	165
---	--------	-----

**Condominium Act**

administration, information .....	CCR 16	153
enquiries, interpretation .....	CCR 31	165

**condominiums**

builders, registration .....	CCR 22	156
plans, registration .....	CCR 30	160
plans, review, approval .....	MUN AFF 24	377

**conservation**

artifacts, museum, collection .....	MCC 22	198
encouragement, grants .....	MNR 15	387
energy, programs, grants .....	ENERGY 13	224
energy; schools, research .....	EDUC 7	209
energy, technologies, development, private sector, assistance .....	ENERGY 15	225
energy, transportation .....	MTO 46	510
<i>see also architectural conservation; energy—conservation</i>		

<b>Conservation Authorities &amp; Water Management Br</b> .....	MNR 15	387
---	--------	-----

<b>Conservation Authorities Act</b> .....	MNR 15	387
---	--------	-----

<b>Conservation Review Board</b> .....	MCC 32	202
--	--------	-----

<b>Consolidated Hearings Act (CHA)</b> .....	MOE 48	244
--	--------	-----

**Consolidated Revenue Fund**

cheques, payments .....	MGS 29	263
records, maintenance .....	TREASURY 10	529

<b>constituency offices, MPPs</b> .....	LEGISLATIVE 1	16
---	---------------	----

**constitutional issues**

assessment .....	MIA 4	346
------------------	-------	-----

		White Page
litigation, advice .....	ATT GEN 12	62
<b>Constitutional Law and Policy Division</b> .....	ATT GEN 12	62
<b>construction</b>		
airports, Northern Ontario .....	MTO 64	523
arbitration, hearings .....	LABOUR 29	364
bridges, retaining walls, highways, design .....	MTO 24	503
building, government, contracts, tenders, monitoring .....	MGs 42	269
employers, employees, health, safety, promotion .....	LABOUR 20	356
health care facilities, approvals, grants .....	HEALTH 26	287
highway, plans, administration .....	MTO 12	499
highways, additional costs, contractors' claims, assessment, estimates .....	MTO 18	501
highways, airports, Northern Ontario .....	NDM 12	424
highways, contract, supervision .....	MTO 59	515
highways, fair price, advice .....	MTO 18	501
highways, materials testing .....	MTO 21	502
highways, specification, drawings, standard .....	MTO 23	503
hoists, licences, inspection .....	CCR 25	157
nursing homes, plans, approval .....	HEALTH 27	287
programs, management, MTC districts, patrol yards, buildings .....	MTO 62	523
Provincial Highways Program .....	MTO 57	513
quality standards, policies, guidelines, materials, analysis .....	MTO 21	502
roads, bridges, municipalities, financial assistance .....	MTO 40	508
sites, inspection, health, safety .....	LABOUR 20	356
<i>see also builders; buildings—construction</i>		
<b>Construction Health and Safety Br</b> .....	LABOUR 20	356
<b>Construction Office</b> .....	MTO 59	515
<b>Consultative Services Br</b> .....	WOMEN 4	533
<b>Consulting and Value Engineering Services</b> .....	MOE 37	241
<b>consumer</b>		
energy conservation, programs, development .....	ENERGY 13	224
information service, general public .....	CCR 6	149
protection, Acts, administration, speakers .....	CCR 18	154
reporting agencies, supervision .....	CCR 16	153
<b>Consumer and Buildings Programs Section</b> .....	ENERGY 13	224
<b>consumer complaints</b>		
ambulance services .....	HEALTH 32	290
amusement devices, elevating devices, investigation, data bank .....	CCR 25	157
bailiffs, business discrimination, collection agencies .....	CCR 18	154
cemeteries, burials .....	CCR 17	153
houses, new .....	CCR 22	156
insurance companies, claims disputes .....	MFI 5	248
loans, finance charges, credit agencies .....	CCR 18	154
medical services, college memberships, appeals .....	HEALTH 48	297

motor vehicles, dealers .....	CCR 18	154
paperback, periodical, distributors .....	CCR 18	154
real estate, business brokers .....	CCR 18	154
stockbrokers, salespersons, commodity dealers, companies .....	MFI 9	249
travel agents, wholesalers .....	CCR 18	154
upholstered and stuffed articles .....	CCR 27	159
<b>Consumer Information and Service Br</b> .....	MFI 5	248
<b>Consumer Information Centre</b>		
Min of Agriculture and Food .....	AG & FOOD 1	39
Min of Consumer and Commercial Relations .....	CCR 6	149
<b>Consumer Protection Act</b>		
consumer complaints, mediation .....	CCR 18	154
registration .....	CCR 12	151
<b>Consumer Reporting Act</b>		
administration .....	CCR 16	153
consumer complaints, mediation .....	CCR 18	154
registration .....	CCR 12	151
<b>Consumer Services Br</b> .....	CCR 18	154
<b>Consumer Services Bureaux</b> .....	CCR 18	154
<b>contaminants</b>		
air, environmental, research, measurement, impact .....	MOE 20	233
fish, consumption, advice .....	MOE 29	236
hazardous, risk, potential, management .....	MOE 13	231
hazardous, standards, control, assessment .....	MOE 12	231
standards for use, Standards Steering Committee, coordination .....	MOE 14	231
<b>Contingency Planning Office</b> .....	MOE 42	242
<b>contingency planning, Transportation Regulation Program</b> .....	MTO 47	510
<b>Contract Management Br</b> .....	MGS 42	269
<b>contractors</b>		
amusement devices, elevating devices, licence, register .....	CCR 25	157
Energy Act, Gasoline Handling Act, work covered under, registration .....	CCR 26	158
<b>contracts</b>		
domestic .....	ATT GEN 44	102
purchase of goods and services, consumer rights, complaints .....	CCR 18	154
research, publications, findings .....	EDUC 2	207
<b>Convention on International Trade &amp; Endangered Species</b> .....	MNR 32	402
<b>conventions</b>		
Metro Toronto Convention Centre Corporation .....	MTR 21	493



	White Page
Ottawa Congress Centre .....	MTR 25 494
conventions, promotion, Ontario facilities .....	MTR 14 487
Convert-to-Rent Program .....	HOUSING 33 325
Cooperative Corporations Act, administration .....	MFI 2 247
cooperatives, incorporation .....	MFI 2 247
Coordinator of Interministerial & Customer Services .....	NDM 9 420
coroners	
inquests .....	SOL GEN 22 462
inquests, counsel .....	ATT GEN 6 60
Corporate and Agency Services	
Min of Housing .....	HOUSING 12 307
Min of Municipal Affairs .....	HOUSING 12 307
Corporate Human Resource Information System (CHRIS) .....	MGS 12 257
Corporate Licensing and Examinations .....	MFI 6 248
Corporate Management Br .....	MGS 37 266
Corporate Planning and Coordination Br .....	MUN AFF 8 371
Corporate Planning and Financial Management Br .....	EDUC 5 208
Corporate Planning and Policy	
Corporate Planning and Financial Management Br .....	EDUC 5 208
Education Liaison and Exchange Br .....	EDUC 4 208
Legislation Br .....	EDUC 3 208
Policy Analysis and Research Br .....	EDUC 2 207
Corporate Planning and Services .....	MCU 2 114
Corporate Planning Secretariat .....	NDM 3 419
Corporate Policy and Planning Br .....	HOUSING 3 305
Corporate Resources Division .....	MOE 3 229
Corporate Services Division	
Min of Correctional Services .....	CORRECTIONS 3 172
Corporate Support Services .....	HEALTH 24 286
corporations	
articles of amendment, incorporation, processing .....	CCR 34 166
by-laws, resolutions, notice of change, examination .....	CCR 34 166
charters, cancellation, issuance .....	CCR 34 166
charters, revival, surrender, consent .....	REVENUE 3 431
Crown, financial statements, audit .....	LEGISLATIVE 17 37
dissolution, assets, in trust .....	ATT GEN 11 62
dissolution, consent .....	REVENUE 3 431

foreign, extra-provincial licences, names, change .....	CCR 34	166
incorporation, articles, processing .....	CCR 34	166
incorporation, certificates, cancellation .....	CCR 34	166
incorporation, documents, copies .....	CCR 33	166
lands, transfer, taxation .....	REVENUE 4	431
letters patent, issuance, cancellation .....	CCR 34	166
licences, extra-provincial, applications, processing, cancellation .....	CCR 34	166
name, style of registration, searches .....	CCR 33	166
non-profit, incorporation, applications, processing .....	CCR 34	166
non-profit, names, clearance, reservation, changes .....	CCR 34	166
notices, default, change, revival .....	CCR 34	166
registrations, denials, suspensions, appeals .....	CCR 36	167
reporting, filing, requirement, information .....	CCR 34	166
securities, registration .....	CCR 33	166
taxation, administration .....	REVENUE 3	431
taxation, credit, investment, businesses, small .....	REVENUE 4	431
<i>see also business</i>		
<b>Corporations Act, administration</b> .....	MFI 9	249
<b>Corporations Tax Act</b>		
administration .....	REVENUE 3	431
appeals .....	REVENUE 8	434
<b>Corporations Tax Br</b> .....	REVENUE 3	431
<i>corpses, SEE dead bodies</i>		
<b>correctional institutions</b>		
consultation, program development .....	CORRECTIONS 10	184
dentistry services .....	CORRECTIONS 14	185
education, programs, continuing .....	CORRECTIONS 25	188
energy management, waste reduction .....	CORRECTIONS 19	186
field offices .....	CORRECTIONS 9	174
food services .....	CORRECTIONS 16	186
manufactured products, on-the-job training .....	CORRECTIONS 17	186
medical services .....	CORRECTIONS 12	185
nursing services .....	CORRECTIONS 13	185
pharmacy services .....	CORRECTIONS 15	186
<b>COSINE</b>		
Coordinated Survey Information Network Exchange .....	MNR 24	394
<i>cost-sharing, SEE federal-provincial</i>		
<b>cottages</b>		
environmental research surveys .....	MOE 33	237
lots, Crown lands, purchase, lease .....	MNR 17	391
<b>Council for Franco-Ontarian Education</b> .....	EDUC 29	218
<b>Council of Ministers of Education, liaison</b> .....	EDUC 4	208

	White Page
<b>counselling</b>	
children, problems, social, emotional, behavioral .....	COMSOC 24 137
debts .....	ATT GEN 34 70
financial, general, debt repayment .....	COMSOC 38 141
Halfway House Programs, socially disadvantaged persons .....	COMSOC 38 141
inmates, former, probationers, parolees .....	CORRECTIONS 9 174
Ontario Public Service employees .....	MGS 13 257
parolees, life skills, alcohol, job search .....	CORRECTIONS 9 174
services, municipalities, provision .....	COMSOC 38 141
staff, relocation, Northern Ontario .....	NDM 1 418
vocational, workers, injured, ill .....	LABOUR 31 365
women, assault .....	COMSOC 38 141
youth, disadvantaged, life skills, employment .....	SKILLS 9 451
<b>counterfeiting, investigation</b> .....	SOL GEN 41 477
<b>courts</b>	
addresses .....	ATT GEN 41 72
administration, accomodation planning .....	ATT GEN 26 67
District, of Ontario .....	ATT GEN 31 69
Divisional Court, High Court of Justice .....	ATT GEN 27 67
Family Law Division, High Court of Justice .....	ATT GEN 27 67
High Court of Justice .....	ATT GEN 27 67
judgements, orders, Supreme Court .....	ATT GEN 14 63
Ontario Court of Appeal .....	ATT GEN 27 67
orders, execution .....	ATT GEN 31 69
Provincial (Civil Division), small claims .....	ATT GEN 33 69
Provincial Family Division .....	ATT GEN 39 72
Provincial Offences .....	ATT GEN 36 71
Provincial, Criminal Division .....	ATT GEN 35 70
reporting, services, administration .....	ATT GEN 26 67
reporting, trials, Supreme Court .....	ATT GEN 30 68
Small Claims, Referees .....	ATT GEN 34 70
Supreme .....	ATT GEN 27 67
Supreme, Accountant .....	ATT GEN 14 63
Supreme, Masters' Office .....	ATT GEN 28 68
Supreme, Registrar's Office .....	ATT GEN 29 68
Supreme, Reporters' Office .....	ATT GEN 30 68
Surrogate .....	ATT GEN 32 69
translation, interpretation, services .....	ATT GEN 26 67
<b>Courts Administration Program</b> .....	ATT GEN 26 67
<b>Courts of Justice Act</b> .....	ATT GEN 14 63
<i>cows, SEE livestock</i>	
<b>CPIC (Canadian Police Information Centre)</b>	
management, OPP communications network .....	SOL GEN 53 481
OPP, communications system, provision .....	SOL GEN 33 466
<b>crafts, resource material</b> .....	MCC 6 192



<b>Crane Memorial Library</b>		
financial, support, geriatric, gerontology, literature .....	CABINET 4	5
<b>Cream Producers' Marketing Board</b> .....	AG & FOOD 14	44
<i>cream, SEE dairy</i>		
<b>Creative Artists in Schools (CAIS)</b> .....	MCC 33	202
<b>credit</b>		
advice, analysis, policy .....	TREASURY 11	529
counselling .....	COMSOC 38	141
finance charges, consumer complaints, mediation .....	CCR 18	154
financial practices, borrowing, guarantees .....	TREASURY 11	529
information, agencies, supervision, control .....	CCR 16	153
policy, agricultural .....	AG & FOOD 8	41
rating trends, development .....	TREASURY 11	529
reporting agencies, consumer complaints, mediation .....	CCR 18	154
reporting agencies, unfair practices, cease and desist orders, appeals .....	CCR 36	167
reporting, investigation, agencies .....	CCR 12	151
<b>credit unions</b>		
incorporation .....	MFI 2	247
members, protection, deposits .....	MFI 2	247
Ontario Share and Deposit Insurance Corporation, appeals .....	CCR 36	167
<b>Credit Unions &amp; Caisses Populaires Act, administration</b> .....	MFI 2	247
<b>Credit Unions and Cooperatives Services Br</b> .....	MFI 2	247
<b>cremation, authorization</b> .....	SOL GEN 22	462
<b>crematoria, supervision</b> .....	CCR 17	153
<b>crime</b>		
cases, appeals .....	ATT GEN 7	61
cases, jurisdiction .....	ATT GEN 31	69
consultation, crown attorneys .....	ATT GEN 5	60
intelligence, Ontario police forces .....	SOL GEN 50	481
investigations .....	SOL GEN 46	479
juvenile offences .....	ATT GEN 39	72
offences, psychiatric assessments .....	ATT GEN 38	71
offences, racially-motivated, victims, advice .....	ATT GEN 7	61
organized, information, collection, dissemination .....	SOL GEN 44	478
prevention, programs, OPP .....	SOL GEN 38	467
serious, investigations .....	SOL GEN 42	478
units, district, OPP, administration .....	SOL GEN 40	468
violence, victims, compensation .....	ATT GEN 23	66
white collar, computer, fraud, counterfeiting, forgery, investigation .....	SOL GEN 41	477

	White Page
<b>Criminal Code of Canada</b>	
case review, Lieutenant Governor's Board of Review .....	HEALTH 48 297
cases, disposition .....	ATT GEN 35 70
games of chance, operators, licences, supervision .....	CCR 20 156
offences, prosecution .....	ATT GEN 6 60
<b>Criminal Injuries Compensation Board</b> .....	ATT GEN 23 66
<b>Criminal Investigation Br, OPP</b> .....	SOL GEN 42 478
<b>Criminal Occurrence Registry, criminal records</b> .....	SOL GEN 30 465
<b>Crop Insurance Commission of Ontario</b> .....	AG & FOOD 6 41
<b>crops</b>	
air pollution, damage, investigation .....	MOE 21 233
conditions, seasonal, information .....	AG & FOOD 20 45
farm income stabilization plans .....	AG & FOOD 7 41
field, horticultural, commercial production, information .....	AG & FOOD 26 52
field, research .....	AG & FOOD 35 54
insurance, information, advice, livestock, poultry, producers .....	AG & FOOD 22 46
management, assistance .....	AG & FOOD 22 46
research .....	AG & FOOD 32 53
transition, alternate, information .....	AG & FOOD 26 52
<b>Crown Attorneys System</b> .....	ATT GEN 6 60
<b>crown attorneys, supervision, coordination</b> .....	ATT GEN 5 60
<b>crown corporations</b>	
background information .....	ATT GEN 46 103
financial statements, audit .....	LEGISLATIVE 17 37
<b>Crown Employees Collective Bargaining Act</b> .....	LABOUR 30 364
<b>Crown Employees Grievance Settlement Board</b> .....	LABOUR 30 364
<b>crown lands</b>	
claims, Native peoples, policy, research .....	MNR 21 393
cottage lots, purchase, lease .....	MNR 17 391
custodianship, protection, purchase .....	MNR 17 391
forests, management, stock distribution, municipalities .....	MNR 12 386
forests, management, timber disposition .....	MNR 14 387
leases, patents, issuance, information, Domesday Book .....	MNR 20 392
municipalities, acquisition, grants .....	MNR 12 386
recreational use, information .....	MNR 17 391
revenue, collection .....	MNR 8 384
roads, access, construction, maintenance .....	MNR 16 390
<i>see also land</i>	
<b>Crown Law Office</b>	
Civil Law .....	ATT GEN 8 61
Criminal Law .....	ATT GEN 7 61
<b>Crown Ward Review</b> .....	COMSOC 13 134

**cultural**

development, promotion of, public involvement .....	MCC 10	193
exchanges, educational, students, teachers, grants .....	EDUC 4	208
exchanges, grants .....	MCC 16	196
exchanges, Ontario-Quebec, promotion .....	MIA 5	347
exhibits for festivals .....	MCC 13	195
facilities, planning, technical advice .....	MCC 11	195
grants, art .....	MCC 15	196
outreach programs .....	MCC 14	196
resource material .....	MCC 6	192

**Cultural Industries & Agencies Br**

Book Publishing Program .....	MCC 12	195
Festival Ontario .....	MCC 13	195
Outreach Ontario .....	MCC 14	196

**curriculum**

development, energy conservation .....	ENERGY 13	224
guidelines, resource materials, development, production .....	EDUC 11	211

custodian of, investment, provincial .....	TREASURY 9	529
--	------------	-----

Custody Review Board .....	COMSOC 20	136
----------------------------	-----------	-----

custody, children, legal representation .....	ATT GEN 10	62
---	------------	----

Customer Service .....	COMSOC 16	135
------------------------	-----------	-----

*debates, SEE Hansard*

**dairy**

products and farms, inspection .....	AG & FOOD 18	45
products, manufacturers, training .....	AG & FOOD 35	54
<i>see also milk</i>		

Dairy Inspection Br .....	AG & FOOD 18	45
---------------------------	--------------	----

Damage to Honey Bee Colonies By Bears Program .....	AG & FOOD 8	41
---	-------------	----

dams, construction, operation, regulation, grants .....	MNR 15	387
---	--------	-----

dance, grants .....	MCC 33	202
---------------------	--------	-----

Dangerous Goods Enforcement Program .....	SOL GEN 37	467
---	------------	-----

*data processing, SEE systems development*

Data Services and Development Br .....	REVENUE 13	436
--	------------	-----

**day care**

centres, agencies, supervision, licences, information .....	COMSOC 37	141
municipalities, Indian Band Councils, financial assistance .....	COMSOC 37	141

Day Nurseries Act, appeals, licences .....	COMSOC 19	136
--	-----------	-----

Day Nurseries Program .....	COMSOC 37	141
-----------------------------	-----------	-----

*day nurseries, SEE day care*



	White Page
<b>Dead Animal Disposal Act</b> .....	AG & FOOD 21 46
<b>dead bodies</b>	
donation, tissues, organs, procedures .....	SOL GEN 22 462
schools of anatomy, supply .....	SOL GEN 22 462
shipment, outside province, authorization .....	SOL GEN 22 462
<b>deaf</b>	
consumer information, TTY or Visual Ear service .....	CCR 6 149
hearing aids, devices, partial payment .....	HEALTH 31 289
Public & Safety Information Br, teletype service .....	MTO 1 496
students, schools .....	EDUC 14 212
teletype, service, Access Ontario .....	MGS 26 261
teletype, service, Citizens' Inquiry Bureau .....	MGS 26 261
<b>deaf/blind students, schools</b> .....	EDUC 14 212
<b>deaths</b>	
causes, investigation, sudden, unexpected .....	SOL GEN 22 462
causes, investigation, unusual circumstances .....	SOL GEN 23 463
certificates, registration, statistics .....	CCR 35 167
fire, investigation .....	SOL GEN 16 456
industry, investigation .....	LABOUR 21 357
mines, pits and quarries, investigation .....	LABOUR 24 361
prevention, information .....	SOL GEN 22 462
<b>debentures</b>	
corporations, registration .....	CCR 33 166
public, prospectuses, preparation .....	TREASURY 10 529
public, service of .....	TREASURY 9 529
securities, issuance, retirement .....	TREASURY 8 528
<b>Debt Collectors Act</b>	
administration .....	CCR 16 153
<b>debts</b>	
book, assignment, registration .....	CCR 32 165
claims, adjudication .....	ATT GEN 33 69
collection, government, employees .....	MGS 30 263
counselling .....	ATT GEN 34 70
counselling, repayment .....	COMSOC 38 141
public, issues, domestic, foreign, transfer .....	TREASURY 9 529
<b>deeds, registration</b> .....	CCR 30 160
<b>deeming by-laws, validations</b> .....	MUN AFF 24 377
<b>deer (wildlife), management, information</b> .....	MNR 32 402
<b>Defaulted Fines Control Centre</b> .....	ATT GEN 37 71
<b>Degree Granting Act, 1983</b> .....	MCU 5 115
<b>demographics projections, policy</b> .....	TREASURY 18 531

<b>Demonstration Schools</b> .....	EDUC 13	212
<b>dental</b>		
bursaries, students, underserved areas .....	HEALTH 20	285
care, family benefits .....	COMSOC 31	139
care, special welfare assistance .....	COMSOC 32	139
professionals, incentives, practice, underserved areas .....	HEALTH 20	285
public health, consultation .....	HEALTH 12	277
<b>Dentistry Services</b> .....	CORRECTIONS 14	185
<b>dentists</b>		
bursaries, students, Northern Ontario .....	NDM 10	423
college membership, appeals .....	HEALTH 48	297
OHIP claims, adjudication, monitoring .....	HEALTH 43	295
prescriptions, free, eligibility .....	HEALTH 30	289
<b>Denture Therapists Appeal Board, appeals</b> .....	HEALTH 48	297
<b>Department of External Affairs, liaison</b> .....	MIA 6	347
<b>Deposit Institutions Division</b> .....	MFI 1	247
<b>Deposit Regulations Act, administration</b> .....	MFI 9	249
<b>design</b>		
guiderail, highways, evaluation .....	MTO 27	504
highways, policy, procedures .....	MTO 23	503
illumination, highways, evaluation .....	MTO 27	504
techniques, bridges, structural analysis .....	MTO 29	504
<b>Design Services Br.</b> .....	MGS 41	269
<i>detention centres, SEE correctional institu</i>		
<b>Detroit, St. Clair, St. Mary's Rivers Improvement Team</b> .....	MOE 17	232
<b>Development Corporations</b> .....	MITT 35	342
<b>developmentally handicapped</b>		
estates, management .....	ATT GEN 11	62
<b>die makers, certification, voluntary</b> .....	SKILLS 8	448
<b>diesel fuel, taxation, administration</b> .....	REVENUE 4	431
<i>diet, SEE nutrition</i>		
<b>Digital Topographic Database</b> .....	MNR 23	393
<b>diplomas, home study courses</b> .....	EDUC 18	214
<b>Directives and Guidelines</b> .....	MBC 5	8
<b>Director of Crown Attorneys</b> .....	ATT GEN 5	60

		White Page
directories, government, publication .....	MGS 22	260
<b>disabled persons</b>		
adults, children, policy, program development .....	COMSOC 27	138
advice to government, issues .....	CABINET 3	5
children, home care, allowance .....	COMSOC 33	140
drugs, free, eligibility .....	HEALTH 30	289
employment opportunities, improvement .....	LABOUR 6	349
employment, government assistance .....	MBC 15	11
family benefits .....	COMSOC 31	139
financial assistance, allowance, GAINS-D .....	COMSOC 31	139
financial assistance, vocational rehabilitation .....	COMSOC 34	140
homeowners, loan assistance, increase accessibility .....	HOUSING 35	326
housing, assistance .....	HOUSING 32	323
housing, assisted rental, tenant applications .....	HOUSING 30	317
inquiry, public, promotion, abilities, policy, community, liaison .....	CABINET 2	4
library services .....	MCC 17	196
lifts, licences, inspection .....	CCR 25	157
loan assistance, housing units, accessibility .....	HOUSING 33	325
Ontario Public Service employees, rehabilitation services .....	MGS 13	257
programs, development, needs .....	CABINET 2	4
publications, job search strategies, equity .....	LABOUR 6	349
recreation resources .....	MTR 11	486
rehabilitation, federal-provincial, cost-sharing .....	COMSOC 3	120
relatives, homeowners, loan assistance, home repairs .....	HOUSING 34	325
resource material .....	MCC 6	192
Summer and Winter Games .....	MTR 10	485
transit services, financial assistance to municipalities .....	MTO 41	508
transportation, initiatives, coordination .....	MTO 39	507
wheelchairs, equipment, prostheses, partial payment .....	HEALTH 31	289
work incentive program .....	COMSOC 35	140
<i>see also blind; deaf; mentally incompetent; mentally handicapped</i>		
<b>disasters</b>		
emergency, assistance, abroad .....	MIA 6	347
municipalities, financial assistance .....	MUN AFF 13	372
planning programs, advice .....	HEALTH 32	290
<i>see also emergencies</i>		
<b>discrimination</b>		
blind persons .....	ATT GEN 16	63
complaints, business, mediation .....	CCR 18	154
human rights, protection .....	CITIZENSHIP 9	111
research, investigation .....	CITIZENSHIP 9	111
<b>Discriminatory Business Practices Act</b>		
appeals .....	CCR 36	167
complaints, mediation .....	CCR 18	154
Disease Control and Epidemiology Service .....	HEALTH 10	277



**diseases**

animals, poultry, laboratory services .....	AG & FOOD 25	51
communicable, statistics .....	HEALTH 10	277
control, consultative service .....	HEALTH 10	277
control, farms, assistance .....	AG & FOOD 22	46
control, nurseries (horticultural) .....	AG & FOOD 20	45
diagnosis, prevention, treatment, laboratory tests .....	HEALTH 14	280
industrial, compensation, treatment .....	LABOUR 31	365
livestock, veterinary consultation services .....	AG & FOOD 24	51
plants, identification .....	AG & FOOD 28	52
prevention, policy, recommendations .....	HEALTH 8	276
respiratory, prevention .....	LABOUR 23	360
trees, crown forests, protection .....	MNR 12	386

**District Court of Ontario**

administrative services .....	ATT GEN 26	67
Min of the Attorney General .....	ATT GEN 31	69
Surrogate Court .....	ATT GEN 32	69

**District Health Council Program .....** HEALTH 16 282**Divisional Court, High Court of Justice .....** ATT GEN 27 67**divorce**

children, care, custody, maintenance .....	ATT GEN 10	62
decrees, copies .....	ATT GEN 29	68
records, statistics .....	CCR 35	167
trials, High Court of Justice .....	ATT GEN 27	67
trials, listings .....	ATT GEN 29	68

**docks, installation, Crown shoreline .....** MNR 17 391*doctors, SEE physicians***documents**

court, certification, Supreme Court, Registrar .....	ATT GEN 29	68
court, serving .....	ATT GEN 31	69
historical .....	MCC 25	200
notarized, certification .....	MGS 32	263
official, preparation, recording, searching, microfilming, copying .....	MGS 32	263

**Dog Licensing & Livestock & Poultry Protection Act .....** AG & FOOD 8 41**dogs**

guide, blind persons, rights, administration .....	ATT GEN 16	63
pounds, inspection .....	AG & FOOD 24	51

**domed stadium, administration, construction .....** TREASURY 20 532**Domesday Book, Crown lands .....** MNR 20 392**domestic contracts .....** ATT GEN 44 102

		White Page
<b>Downsview Rehabilitation Centre</b> .....	LABOUR 31	365
<b>Drafting Services</b> .....	MNR 24	394
<b>drainage</b>		
agricultural land .....	AG & FOOD 31	53
highways, policy, procedures .....	MTO 23	503
land, urban, rural, wastewater, management .....	MOE 32	237
systems, design, environmental effect .....	MTO 28	504
<b>Drainage Act</b>		
administration .....	AG & FOOD 29	52
appeals, Drainage Referee .....	AG & FOOD 29	52
appeals, Drainage Tribunal .....	AG & FOOD 29	52
<b>Drainage and Water Management Section</b> .....	AG & FOOD 29	52
<b>drilling</b>		
oil, natural gas, regulation .....	MNR 37	415
rigs, operation, licences .....	MNR 37	415
wells, petroleum, permits .....	MNR 37	415
<b>drinking and driving, publications</b> .....	ATT GEN 1	59
<b>drinking water</b>		
analysis, public health laboratories .....	HEALTH 14	280
research programs, information, training .....	MOE 31	237
safe, provision of, policies .....	MOE 31	237
treatment, distribution, database, technical advice, support .....	MOE 31	237
<b>Drinking Water Section</b> .....	MOE 31	237
<b>Driver Project, licence administration, upgrade</b> .....	MTO 47	510
<b>drivers</b>		
demerit system, driver improvement, interviews .....	MTO 60	515
Driver Project, coordination, upgrade licence administration .....	MTO 47	510
education, instructors, tests .....	MTO 60	515
efficiency, improvement .....	MTO 46	510
information, public, courts, police .....	MTO 55	512
legal advice to Ministry .....	MTO 4	497
licences, dead bodies, tissues, organs, donation .....	SOL GEN 22	462
licences, issuance, field offices .....	MTO 60	515
licences, suspension, fines, defaulted .....	ATT GEN 37	71
licences, suspension, fines, payment .....	ATT GEN 36	71
licences, suspensions, appeals .....	MTO 68	524
licensing, renewals, change of address, suspensions, demerit points .....	MTO 55	512
qualifications, performance, regulations, motor vehicles .....	MTO 55	512
records, licensing, registration, conviction .....	MTO 55	512
safety, standards, education, regulatory programs .....	MTO 48	510
tests .....	MTO 60	515
<b>Drivers and Vehicles Office</b> .....	MTO 60	515

**Drug Benefit**

eligibility .....	HEALTH 30	289
program delivery, advice .....	HEALTH 29	288
program, listing, drugs, publications .....	HEALTH 28	288
providers, claims processing, monitoring, authorization of services .....	HEALTH 29	288

**Drug Benefit Formulary**

drugs, free, eligibility .....	HEALTH 30	289
publication, distribution .....	HEALTH 29	288
quality assessment, drugs .....	HEALTH 28	288

**Drug Programs Br**

Drugs and Therapeutics Advisory Service .....	HEALTH 28	288
Pharmaceutical Services .....	HEALTH 29	288

**drugs**

addiction, research, education, treatment, consultation .....	HEALTH 52	300
family benefits .....	COMSOC 31	139
free, Drug Benefit recipients .....	HEALTH 29	288
free, senior citizens, eligibility .....	HEALTH 30	289
home care programs .....	HEALTH 5	272
interchangeable drug products, identification, quality assessment .....	HEALTH 28	288
investigation, law enforcement .....	SOL GEN 43	478
listing, Drug Benefit Formulary, quality, assessment .....	HEALTH 28	288
schedule, interchangeable products, publication, distribution .....	HEALTH 29	288
special welfare assistance .....	COMSOC 32	139
tuberculosis, leprosy, immunization, provision .....	HEALTH 10	277
venereal disease, provision .....	HEALTH 10	277
<i>see also medicines, pharmaceuticals</i>		

<b>Drugs and Therapeutics Advisory Service .....</b>	<b>HEALTH 28</b>	<b>288</b>
--	------------------	------------

<b>ducks (wildlife), management, identification .....</b>	<b>MNR 32</b>	<b>402</b>
---	---------------	------------

<b>dumbwaiters .....</b>	<b>CCR 25</b>	<b>157</b>
--------------------------	---------------	------------

<b>EAA (Environmental Assessment Act) .....</b>	<b>MOE 45</b>	<b>243</b>
---	---------------	------------

**easements**

heritage, agreements, monitor .....	MCC 24	199
Mining Act .....	MNR 39	416

<b>Eastern Ontario Development Corporation .....</b>	<b>MITT 35</b>	<b>342</b>
--	----------------	------------

<b>ECC (Environmental Compensation Corporation) .....</b>	<b>MOE 53</b>	<b>246</b>
---	---------------	------------

<b>ECNO (Educational Computing Network of Ontario) .....</b>	<b>EDUC 9</b>	<b>210</b>
--	---------------	------------

**economic**

analysis, highways, construction .....	MTO 18	501
development, cost sharing agreements, federal government .....	TREASURY 17	531
development, Northern Ontario .....	NDM 10	423



	White Page
developments, transportation, forecasting .....	MTO 2 496
forecasts, impact, policy .....	TREASURY 16 531
information, research, advice .....	TREASURY 16 531
issues, trends, Province .....	TREASURY 16 531
research, agricultural .....	AG & FOOD 4 40
research, policy, options .....	TREASURY 18 531
<b>Economic Policy Br</b> .....	TREASURY 18 531
<b>Economics and Forecasts Section</b> .....	ENERGY 10 223
<b>Economics and Policy Coordination Br</b> .....	AG & FOOD 4 40
<b>Edible Oil Products Act</b>	
licence review .....	AG & FOOD 38 56
provisions, enforcement .....	AG & FOOD 17 45
<b>education</b>	
agricultural .....	AG & FOOD 35 54
agricultural, food industries, information .....	AG & FOOD 23 47
computer-related courses, government users .....	MGS 33 264
continuing, adult, jails, detention centres .....	CORRECTIONS 25 188
corporate training, needs analysis, ministries .....	MBC 14 11
exchange programs, grants .....	EDUC 4 208
exchanges, Ontario-Quebec, promotion .....	MIA 5 347
faculties of, liaison .....	EDUC 8 209
farmers, management, farm operations .....	AG & FOOD 22 46
field service, diploma, agricultural colleges .....	AG & FOOD 36 55
food service supervision .....	AG & FOOD 35 54
forensic science .....	SOL GEN 13 455
forensic science, pathologists, law enforcement officers .....	SOL GEN 23 463
Franco-Ontarians .....	EDUC 1 207
Franco-Ontarians, advice to ministries .....	EDUC 29 218
hardware, policy, recommendation .....	EDUC 17 214
health, clinical, administration .....	HEALTH 19 285
highway, safety .....	MTO 48 510
home economics .....	AG & FOOD 34 54
home-study, adult .....	EDUC 18 214
human rights .....	CITIZENSHIP 9 111
hunters, trappers, coordination .....	MNR 32 402
informal, resource material .....	MCC 6 192
inmates, upgrading, life skills .....	CORRECTIONS 9 174
laboratory technology, agricultural .....	AG & FOOD 35 54
landlords, finance, rent review, legislation .....	HOUSING 19 312
language disputes, resolution .....	EDUC 27 217
police, Ontario Police College .....	SOL GEN 54 482
policies, primary, junior, intermediate schools .....	EDUC 10 211
policies, priorities, intermediate, senior, continuing .....	EDUC 11 211
post-secondary, career information .....	EDUC 11 211
program development, liquid industrial waste management .....	MOE 50 245
programs, food, nutrition, family .....	AG & FOOD 34 54

	White Page
programs, policies, advice, implementation .....	EDUC 8 209
programs, teachers .....	MCU 5 115
psychiatric, research, hospital .....	HEALTH 53 300
public information service .....	EDUC 2 207
research, contractors, regulation .....	EDUC 2 207
road user, safety .....	MTO 48 510
science, technology, Ontario Science Centre .....	MCC 38 204
software, development, assistance, companies .....	EDUC 17 214
teachers of the deaf and blind .....	EDUC 14 212
television, TVOntario .....	MCC 34 202
training programs, seminars, landlords .....	HOUSING 19 312
training, coordination, business, international .....	MITT 29 340
veterinary technology .....	AG & FOOD 35 54
<i>see also colleges; pre-school education; schools; universities</i>	
<b>Education Liaison and Exchange Br</b> .....	EDUC 4 208
<b>Education Relations Commission</b> .....	EDUC 26 217
<b>Education Services Br</b> .....	MBC 14 11
<b>Education Week, celebration, assistance</b> .....	EDUC 4 208
<b>Educational Computing Network of Ontario (ECNO)</b> .....	EDUC 9 210
eggs, regulations, administration .....	AG & FOOD 21 46
<b>EldCap (Extended Care Capital Assistance Program)</b> .....	NDM 10 423
<b>Elderly Services Br</b> .....	COMSOC 26 138
<i>elderly; SEE senior citizens</i>	
<b>Election Finances Act</b> .....	LEGISLATIVE 11 35
<b>elections</b>	
advertising, limitations .....	LEGISLATIVE 11 35
candidates, historical information .....	LEGISLATIVE 12 35
candidates, registration, expenses, limitations, subsidies .....	LEGISLATIVE 11 35
officials, appointment, training, payment .....	LEGISLATIVE 12 35
<b>electoral districts</b>	
Index of Provincial Electoral Districts .....	LEGISLATIVE 12 35
listing of, inquiries .....	LEGISLATIVE 12 35
maps .....	MNR 23 393
returning officers, supervision .....	LEGISLATIVE 12 35
<b>electrical</b>	
alternative, generation, policy, advice .....	ENERGY 9 223
design, maintenance, highways .....	MTO 8 498
equipment, installation, advice .....	ENERGY 19 226
propulsion systems, transportation, research .....	MTO 43 509
safety code book .....	ENERGY 19 226

	White Page
Ontario Hydro .....ENERGY 9	223
<i>see also Ontario Hydro</i>	
electricians, certification .....SKILLS 8	448
Electricity Section .....ENERGY 9	223
electro-technology projects, plasma, waste, energy .....ENERGY 16	225
Elevating Devices Act, administration .....CCR 25	157
Elevating Devices Br .....CCR 25	157
Elgin/Winter Garden Theatre .....MCC 24	199
emergencies	
coordination, Ontario planning .....SOL GEN 12	455
environmental, spills, pollution, reporting .....MOE 42	242
floods, government response, coordination .....MNR 15	387
government, buildings, response .....MGS 40	267
police, OPP, telephone, Zenith 50000 .....SOL GEN 40	468
relief, assistance .....MIA 6	347
<i>see also disasters; health—care, emergency</i>	
Emergency Planning Office .....SOL GEN 12	455
Emergency Social Services Planning .....COMSOC 14	134
Emission Technology and Regulation Development Section .....MOE 20	233
<i>emotionally disturbed, SEE mentally ill, psychiatric</i>	
Employee Benefits and Data Services Br .....MGS 15	258
Employee Relations and Compensation Division .....MBC 18	12
Employee Services Br	
Counselling, Health, Safety Services .....MGS 13	257
Employee Volunteer Programs .....MGS 14	257
Employee Share Ownership Plan (ESOP) .....REVENUE 4	431
Employee Share Ownership Plan Act .....REVENUE 4	431
Employee Volunteer Programs .....MGS 14	257
employees	
civil actions, employers, workers' rights .....LABOUR 32	368
classification, pay, benefits, training, counselling .....NDM 4	419
complaints of discipline, penalty .....LABOUR 29	364
construction, safety, regulations .....LABOUR 20	356
declarations of successorship .....LABOUR 29	364
injured, ill, job-related, compensation .....LABOUR 31	365
OPP, administration, discipline procedures .....SOL GEN 24	463
pension plans, company, registration .....MFI 10	250
quality of working life .....LABOUR 5	349



*see also Ontario Public Service employees*

**Employer Services Unit** .....SKILLS 7 447

**employers**

assistance, information, WCB policy, appeals ..... LABOUR 10 352  
on-site workers, construction, safety ..... LABOUR 20 356  
requests for arbitrators ..... LABOUR 26 363  
subsidies, summer jobs, youth, graduates ..... SKILLS 9 451

**employment**

agencies, licences ..... LABOUR 9 350  
benefits, equal, standards, development, enforcement ..... LABOUR 9 350  
disabled, improvement, information ..... LABOUR 6 349  
fair wage, government contracts ..... LABOUR 9 350  
farms, standards, information, assistance ..... AG & FOOD 34 54  
hotline, youth, programs ..... SKILLS 9 451  
hours of work, standards ..... LABOUR 9 350  
human rights, promotion ..... CITIZENSHIP 9 111  
information, schools, public, advice, placement ..... MBC 15 11  
initiatives, recruitment, ministries, advice ..... MBC 15 11  
initiatives, social assistance recipients ..... COMSOC 38 141  
maternity leave, entitlement, standards ..... LABOUR 9 350  
Northern Ontario, private sector ..... MITT 25 338  
practices, public and private sectors, statistics ..... MBC 8 9  
students, summer, on farms ..... AG & FOOD 34 54  
termination, notice, standards ..... LABOUR 9 350  
termination, requirements under legislation, advice ..... LABOUR 7 350  
training, programs, advice, funding ..... SKILLS 7 447  
working conditions, schedule ..... LABOUR 9 350  
youth, special programs, coordination ..... MOE 5 229  
*see also jobs; youth employment*

**Employment Agencies Act, administration** ..... LABOUR 9 350

**Employment Equity Program**

Cabinet Office (TREASURY, Personnel Br) ..... TREASURY 7 528  
hospitals, municipalities, school boards, universities, colleges ..... WOMEN 4 533  
Human Resources Secretariat (Employment Equity Br) ..... MBC 17 12  
Min of Agriculture and Food (Human Resources Br) ..... AG & FOOD 12 43  
Min of Community and Social Services ..... COMSOC 40 142  
Min of Consumer and Commercial Relations (Employment  
Equity Office) ..... CCR 10 151  
Min of Correctional Services ..... CORRECTIONS 8 174  
Min of Culture and Communications ..... MCC 7 192  
Min of Education (Human Resources Br) ..... EDUC 25 216  
Min of Energy ..... ENERGY 4 221  
Min of Financial Institutions (CCR, Employment Equity  
Office) ..... CCR 10 151

		White Page
Min of Government Services (Human Resources Services Br) .....	MGS 10	256
Min of Health .....	HEALTH 51	299
Min of Housing .....	HOUSING 9	306
Min of Industry, Trade and Technology .....	MITT 27	339
Min of Intergovernmental Affairs (Planning and Management Group) .....	MIA 2	346
Min of Labour (Handicapped Employment Program) .....	LABOUR 6	349
Min of Municipal Affairs .....	HOUSING 9	306
Min of Northern Development and Mines (Human Resources Br) .....	NDM 4	419
Min of Revenue (Personnel Services Br) .....	REVENUE 23	442
Min of the Attorney General .....	ATT GEN 18	64
Min of the Environment (Human Resources Br) .....	MOE 5	229
Min of the Solicitor General .....	SOL GEN 5	453
Min of Tourism and Recreation (Employment Equity Office) .....	MTR 8	485
Min of Transportation (Employment Equity Program) .....	MTO 14	500
Min of Treasury and Economics (Personnel Br) .....	TREASURY 7	528
policies, programs, public, private, sectors, assistance .....	WOMEN 4	533
<b>Employment Opportunities Program (EOP)</b>		
Community Youth Supports (CYS) .....	COMSOC 38	141
Employment Support Initiatives (ESI) .....	COMSOC 38	141
Experience Program .....	COMSOC 38	141
FUTURES Residential Component .....	COMSOC 38	141
Municipal Job Developer (MJD) .....	COMSOC 38	141
Preparation for Independence (PFI) .....	COMSOC 38	141
Social Service Employment Program (SSEP) .....	COMSOC 38	141
Youth Employment Preparation (YEP) .....	COMSOC 38	141
<b>Employment Standards Act</b>		
administration .....	LABOUR 9	350
appeals, coordination .....	LABOUR 26	363
<b>Employment Standards Br</b> .....	LABOUR 9	350
<b>Employment Support Initiatives (ESI)</b> .....	COMSOC 38	141
<b>endangered species, wildlife, flora, fauna, management</b> .....	MNR 32	402
<b>energy</b>		
agricultural use, information .....	AG & FOOD 26	52
alternative, transportation fuels .....	ENERGY 15	225
analyses, change, economic, impact .....	ENERGY 10	223
analyses, taxation, deregulation, pricing .....	ENERGY 10	223
auditors, municipalities, financial assistance .....	MUN AFF 13	372
change, financial impact, advice, analysis .....	ENERGY 11	223
conservation, correctional institutions .....	CORRECTIONS 19	186
conservation, educational buildings, research .....	EDUC 7	209
conservation, equipment, installation, financial assistance .....	MITT 35	342
conservation, farms, information .....	AG & FOOD 36	55
conservation, technologies, development, private sector, assistance .....	ENERGY 15	225

		White Page
conservation, transportation .....	MTO 46	510
costs, reduction, technologies, agriculture .....	AG & FOOD 26	52
efficient use, advice, analysis .....	ENERGY 11	223
electrical, provision .....	ENERGY 19	226
forecasts, prices, demand .....	ENERGY 10	223
indigenous resources, develop, policies, legislation, recommend .....	MNR 18	391
information, policy, research, conservation, technology .....	ENERGY 6	222
information, research, agricultural .....	AG & FOOD 26	52
investment, exploration, technologies .....	ENERGY 18	226
management programs, publications, films, financial assistance ..	ENERGY 13	224
management, efficiency, private sector, grants .....	ENERGY 14	224
management, government buildings, design .....	MGS 41	269
management, technical, advice, provincially-occupied, buildings .....	MGS 40	267
Ontario Hydro Reference Centre .....	ENERGY 19	226
policy, review, advice .....	ENERGY 1	220
rates, tariffs, tolls, advice, analysis .....	ENERGY 11	223
regulation, natural gas, municipal franchises, pipelines, utilities ..	ENERGY 17	226
requirements, highways, construction .....	MTO 18	501
statistical, information .....	ENERGY 10	223
supply, coordination .....	ENERGY 1	220
technologies, application, research, development .....	MTO 42	508
technology development, assistance, industry, research .....	ENERGY 16	225
transportation, sale, distribution, advice, analysis .....	ENERGY 11	223
waste, production .....	ENERGY 15	225
<i>see also electricity</i>		
<b>Energy Management</b> .....	CORRECTIONS 19	186
<b>Energy Policy and Planning Division</b> .....	ENERGY 7	222
<b>Energy Technology Development Section</b> .....	ENERGY 16	225
<b>Enersearch Program</b>		
energy, research, development, financial assistance .....	ENERGY 16	225
<b>engineering</b>		
agricultural, consulting .....	AG & FOOD 36	55
<b>Engineering and Right-of-Way Office</b> .....	MTO 61	522
<b>Engineering Materials Office</b> .....	MTO 21	502
<b>English as a Second Language (ESL)</b>		
audio visuals, print, materials, referrals .....	CITIZENSHIP 4	108
home study, non-credit .....	EDUC 18	214
instruction .....	CITIZENSHIP 5	109
programs, grants, applications, field offices .....	MCC 10	193
teachers, monitors .....	EDUC 4	208
<b>Entertainment Standards Br</b>		
Athletics Commissioner .....	CCR 21	156



		White Page
Lotteries Section .....	CCR 20	156
Theatres Section .....	CCR 19	155
<i>entertainment, SEE recreation, leisure</i>		
enumeration, voters, municipal .....	REVENUE 14	437
<b>environment</b>		
assessment, highway improvements .....	MTO 61	522
assessments, analytical support, laboratory services .....	MOE 22	234
emergencies, spills, pollution, reporting .....	MOE 42	242
highways, policy .....	MTO 22	503
impact, advice, community planning .....	MUN AFF 23	377
intergovernmental coordination, policies and programs .....	MOE 15	232
legislation, enforcement, investigation .....	MOE 43	242
Niagara Escarpment Plan, maintenance policies .....	MUN AFF 1	369
planning, advice to government agencies, private sector .....	MOE 36	240
protection, criteria .....	MOE 29	236
research, field offices .....	MOE 33	237
research, pollution, laboratory services .....	MOE 22	234
road salt, effect .....	MTO 28	504
<i>see also pollution</i>		
Environmental Appeal Board .....	MOE 49	244
<b>Environmental Approvals and Land Use Planning Br</b>		
Administrative Services Section .....	MOE 39	241
Consulting and Value Engineering Services .....	MOE 37	241
Environmental Approvals Section .....	MOE 38	241
Operational Services Section .....	MOE 36	240
Environmental Approvals Section .....	MOE 38	241
<b>Environmental Assessment Act (EAA)</b>		
development, administration, advice .....	MOE 35	240
enforcement, investigation .....	MOE 43	242
exemptions, designations, advice .....	MOE 44	243
hearings, development proposals, impact .....	MOE 45	243
legislation, compliance, project planning .....	MTO 22	503
noise potential, projects, review .....	MOE 36	240
Environmental Assessment Advisory Committee .....	MOE 44	243
<b>Environmental Assessment Board</b>		
Consolidated Hearings Act .....	MOE 48	244
Environmental Assessment Act .....	MOE 45	243
Environmental Protection Act .....	MOE 46	244
Ontario Water Resources Act .....	MOE 47	244
Environmental Assessment Br .....	MOE 35	240
<b>environmental assessments</b>		
air quality .....	MOE 20	233
hearings .....	MOE 45	243

	White Page
preparation for Ministry .....	MNR 1 382
reviews, coordination, public access .....	MOE 35 240
technical review, input to Government Review .....	MOE 36 240
Environmental Compensation Corporation (ECC) .....	MOE 53 246
Environmental Office .....	MTO 22 503
<b>Environmental Protection Act (EPA)</b>	
appeals .....	MOE 49 244
auto emission, compliance .....	MOE 20 233
enforcement, investigation .....	MOE 43 242
hearings, development proposals, impact .....	MOE 46 244
labour relations, complaints by employees .....	LABOUR 29 364
Private Sewage Program, Boating/Marine Program	
coordination .....	MOE 37 241
Spills Bill .....	MOE 42 242
waste management .....	MTO 22 503
Environmental Youth Corps .....	SKILLS 9 451
EODC (Eastern Ontario Development Corporation) .....	MITT 35 342
EPA (Environmental Protection Act) .....	MOE 46 244
Equipment Engineering Office .....	MTO 7 498
ERC (Education Relations Commission) .....	EDUC 26 217
<b>erosion</b>	
control, grants .....	MNR 15 387
control, information, advice .....	AG & FOOD 36 55
prevention, repair, shoreline property, loans .....	MUN AFF 13 372
escalators .....	CCR 25 157
<b>ESL (English as a Second Language)</b>	
Citizenship Development Br .....	CITIZENSHIP 4 108
Ontario Welcome House .....	CITIZENSHIP 5 109
ESOP (Employee Share Ownership Plan) .....	REVENUE 4 431
<b>estates</b>	
claims against .....	ATT GEN 32 69
intestate, mentally incompetent persons, management .....	ATT GEN 11 62
Estimating and Engineering Claims Office .....	MTO 18 501
Europe/Middle East/Africa Br .....	MITT 22 336
<i>evaluation, SEE students</i>	
Examinations Section .....	CCR 34 166

**EXCEL**

library management, certificate program ..... MCC 17 196

**exchanges**

agricultural ..... AG &amp; FOOD 34 54

civil servants, Ontario-Quebec, promotion ..... MIA 5 347

cultural, educational, grants ..... EDUC 4 208

cultural, educational, Ontario-Quebec, promotion ..... MIA 5 347

cultural, grants ..... MCC 16 196

film, licences ..... CCR 19 155

students, teachers ..... EDUC 4 208

university, students, civil servants, Ontario-Quebec ..... MBC 10 10

**Executive Council** ..... CABINET 1 4**Executive Management Br** ..... MBC 7 9*exercise, physical, SEE fitness***exhibitions**

art, travelling ..... MCC 30 201

arts, cultural festivals ..... MCC 13 195

government art collection ..... MGS 1 253

Metro Toronto Convention Centre Corporation ..... MTR 21 493

Ontario Place ..... MTR 24 494

science and technology ..... MCC 38 204

tourist information, publications ..... MTR 15 487

travelling, Ontario Science Centre ..... MCC 38 204

travelling, Royal Ontario Museum ..... MCC 41 205

**Experience Program**

Employment Opportunities Program (EOP) ..... COMSOC 38 141

participation, coordination ..... MCC 7 192

youth, employment, Ontario government ministries ..... SKILLS 9 451

*see also youth employment***Exploratory Licences of Occupation, crown lands** ..... NDM 14 425**Export and Central Administrative Services** ..... MITT 16 333**exports**

agricultural and food products, international market ..... AG &amp; FOOD 16 44

financial assistance, Ontario Development Corporations ..... MITT 35 342

food processing and manufacturing, development ..... AG &amp; FOOD 15 44

permits, CITES ..... MNR 32 402

**expropriation**

Expropriation Act, land, compensation ..... ATT GEN 21 65

inquiries ..... ATT GEN 9 61

land, government, legal services ..... MGS 8 256

negotiation, compensation ..... ATT GEN 24 67

real estate, government ..... MGS 36 265

utilities, access ..... ENERGY 17 226



Expropriations Act, Chief Inquiry Officer .....	ATT GEN 9	61
Extended Care Capital Assistance Program (Eldcap) .....	NDM 10	423
Extended Health Care (Eligibility) .....	HEALTH 30	289
Extended Service Office Program (Storefront Policing) .....	SOL GEN 39	468
<b>Facilities and Services</b>		
Min of Housing .....	HOUSING 10	307
Min of Municipal Affairs .....	HOUSING 10	307
<b>Facilities Development Process (FDP)</b>		
site recommendation, public consultation, industrial waste .....	MOE 50	245
Facilities for Developmentally Handicapped .....	COMSOC 9	129
Fair Wage Schedule, government contracts .....	LABOUR 9	350
Fairfield House .....	MTR 27	495
<b>families</b>		
family law, publications, public information .....	ATT GEN 1	59
health, family planning, consultation .....	HEALTH 12	277
home management programs .....	AG & FOOD 34	54
Unified Family Court, pilot project .....	ATT GEN 40	72
violence, assault, homes, counselling .....	COMSOC 38	141
Family Benefits Administration .....	COMSOC 15	135
<b>Family Benefits Programs</b>		
administration, eligibility .....	COMSOC 15	135
decisions, appeals .....	COMSOC 36	140
description .....	COMSOC 31	139
overpayment, recovery .....	COMSOC 17	135
recipients, drugs, free, eligibility .....	HEALTH 30	289
<b>Family Law Act</b>		
description .....	ATT GEN 44	102
hearings, District Court .....	ATT GEN 31	69
Family Law Division, High Court of Justice .....	ATT GEN 27	67
Family Services and Income Maintenance Division .....	COMSOC 28	138
Family Support Br .....	COMSOC 38	141
<b>family violence</b>		
government initiatives, information, referrals .....	WOMEN 6	534
Family Violence Initiatives .....	COMSOC 38	141
Farm Assistance Programs Br .....	AG & FOOD 8	41
Farm Family Advisor Program .....	AG & FOOD 8	41

		White Page
<b>Farm Income Stabilization Commission</b> .....	AG & FOOD 7	41
<b>Farm Machinery &amp; Food Processing Testing Centre</b> .....	AG & FOOD 15	44
<b>Farm Operating Credit Assistance Program (FOCAP)</b> .....	AG & FOOD 8	41
<b>Farm Products Appeal Tribunal</b> .....	AG & FOOD 38	56
<b>Farm Products Grades and Sales Act</b> .....	AG & FOOD 21	46
<b>Farm Products Marketing Act</b>		
administration .....	AG & FOOD 14	44
board decisions, appeals, licence review .....	AG & FOOD 38	56
<b>Farm Products Marketing Board</b> .....	AG & FOOD 14	44
<b>Farm Products Marketing Br.</b> .....	AG & FOOD 14	44
<b>farms</b>		
agricultural engineering, advice .....	AG & FOOD 36	55
consulting, agricultural organizations, farmers, processing		
industries .....	AG & FOOD 4	40
dairy inspection .....	AG & FOOD 18	45
drainage, irrigation, engineering, consulting .....	AG & FOOD 36	55
economics, research .....	AG & FOOD 4	40
employment, students, summer .....	AG & FOOD 34	54
financial assistance, improvements, farm lands .....	AG & FOOD 29	52
information, programs, financial policies .....	AG & FOOD 8	41
labour supply, information .....	AG & FOOD 34	54
machinery, complaints, service, Distributor and Dealer Code ..	AG & FOOD 42	57
machinery, management, consulting .....	AG & FOOD 36	55
machinery, mechanics, training .....	AG & FOOD 35	54
management assistance .....	AG & FOOD 22	46
part-time, beginning, immigrants, information .....	AG & FOOD 1	39
production, marketing, efficiency .....	AG & FOOD 41	57
products, marketing .....	AG & FOOD 14	44
products, research .....	AG & FOOD 32	53
summer experience for youth .....	AG & FOOD 34	54
tax (property), reduction, funding .....	AG & FOOD 8	41
tours, information .....	AG & FOOD 1	39
workers, training .....	AG & FOOD 34	54
<i>see also agriculture</i>		
<i>fatalities, SEE deaths</i>		
<b>FCM (Federation of Canadian Municipalities)</b> .....	MUN AFF 12	372
<b>FDP (Facilities Development Process)</b> .....	MOE 50	245
<b>Fed/Prov Cost Sharing and Financial Advisory Services</b> .....	COMSOC 41	143
<b>Federal Provincial Relations Group</b>		
Planning Unit .....	SKILLS 4	446
Policy Unit .....	SKILLS 4	446

**federal-provincial**

agreements, financial, coordination .....	TREASURY 13	530
cost sharing, policing, Native peoples, training .....	SOL GEN 39	468
education, cost-sharing programs, revenue collection .....	EDUC 21	215
liaison .....	MIA 6	347
relations, participation .....	MIA 4	346
subsidy program, administration .....	MUN AFF 13	372
transfer payments, rehabilitation, facilities .....	COMSOC 44	144

<b>Federal-Provincial Relations Branch</b> .....	MIA 4	346
--	-------	-----

<b>Federal/Provincial Rural Housing Program</b> .....	HOUSING 38	327
---	------------	-----

<b>Federal/Provincial Senior Citizen Rural Housing Program</b> .....	HOUSING 37	326
--	------------	-----

<b>Federated Women's Institutes of Ontario</b> .....	AG & FOOD 34	54
--	--------------	----

<b>Federation of Canadian Municipalities (FCM)</b> .....	MUN AFF 12	372
--	------------	-----

**fellowships**

students, colleges, universities .....	MCU 8	116
<i>see also financial assistance</i>		

<b>Fellowships for Studying in French</b> .....	MCU 8	116
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<b>ferry services, Northern Ontario</b> .....	NDM 18	428
---	--------	-----

<b>Festival Ontario</b> .....	MCC 13	195
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**festivals**

arts, grants .....	MCC 33	202
cultural, arts exhibits .....	MCC 13	195
tourist information, publications .....	MTR 15	487

<b>Field Administration Section, OPP</b> .....	SOL GEN 35	466
--	------------	-----

**Field Coordination Br, OPP**

Community Services Section .....	SOL GEN 38	467
Field Administration Section .....	SOL GEN 35	466
Field Support Section .....	SOL GEN 36	467
Min of the Solicitor General .....	SOL GEN 34	466
Traffic and Marine Section .....	SOL GEN 37	467

<b>Field Districts, OPP</b> .....	SOL GEN 40	468
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*Field Offices, SEE Min of Health Field*

<b>Field Operations Br</b> .....	REVENUE 14	437
----------------------------------	------------	-----

**Field Organization**

Min of Natural Resources .....	MNR 33	403
Min of Northern Development and Mines .....	NDM 17	426
Northern Ontario .....	MNR 34	404
Southern Ontario .....	MNR 36	409



	White Page
Field Services Br .....	MUN AFF 18 374
Field Support Section, OPP .....	SOL GEN 36 467
film-makers, grants .....	MCC 33 202
<b>films</b>	
approvals, classification .....	CCR 19 155
cultural, recreational .....	MCC 6 192
distribution, production, companies, financial assistance .....	MCC 35 203
distributors, licences .....	CCR 19 155
energy management programs .....	ENERGY 13 224
fire .....	SOL GEN 19 461
grants .....	MCC 33 202
Ontario Place .....	MTR 24 494
parks, provincial .....	MNR 30 396
presentations, 3-D, science, technology .....	MCC 42 205
production, Ontario Women's Directorate .....	WOMEN 3 533
projectors, operation, licences .....	CCR 19 155
reference, information, archives .....	MCC 38 204
Royal Ontario Museum .....	MCC 41 205
safety .....	MTO 1 496
science and technology .....	MCC 38 204
travel, distribution .....	MTR 14 487
visual arts .....	MCC 30 201
<i>see also audio-visual—materials</i>	
<b>Finance and Administration Division</b>	
Min of Citizenship .....	CITIZENSHIP 3 108
Min of Community and Social Services .....	COMSOC 39 142
Min of Skills Development .....	SKILLS 5 447
Finance and Administration Section .....	REVENUE 18 441
<b>Finance and Administrative Services Br</b>	
Administrative Services Section .....	CCR 8 150
Finance Section .....	CCR 7 150
Finance and Administrative Services Division .....	MGS 2 254
<b>Finance Operations Br</b>	
Cash and Investment Management Section .....	TREASURY 8 528
Securities Section .....	TREASURY 9 529
<b>Finance Policy Br</b>	
Government Finance and Economic Analysis Section .....	TREASURY 11 529
Investment Policy and Operations Research Section .....	TREASURY 12 530
Financial and Capital Management Br .....	MOE 6 229
Financial and Support Services Br .....	AG & FOOD 11 42
<b>financial assistance</b>	
air ambulance service, Northern Ontario .....	NDM 10 423

		White Page
athletes, amateur .....	MTR 10	485
business (tourism, manufacturing, service) new, establishment .....	MITT 35	342
capitation payments in lieu of OHIP fees, health services .....	HEALTH 6	274
day care, municipalities, Indian Band Councils .....	COMSOC 37	141
development, production, distribution, films, video .....	MCC 35	203
emergency, veterans .....	COMSOC 21	136
energy conservation, equipment, installation .....	MITT 35	342
energy, conservation, technologies, development, private sector .....	ENERGY 15	225
energy, research, technology development .....	ENERGY 16	225
exporting .....	MITT 35	342
family benefits .....	COMSOC 31	139
farm crops, low prices .....	AG & FOOD 7	41
farmers, improvement, farm land .....	AG & FOOD 29	52
farmers, Northern Ontario .....	AG & FOOD 22	46
film, video, companies .....	MCC 35	203
forests, owners, real property taxation .....	MUN AFF 13	372
health insurance, premiums .....	HEALTH 39	294
incentives, medical specialists, Northern Ontario .....	HEALTH 21	286
industry (tourism, manufacturing, service industries) .....	MITT 35	342
landlords, low-rise, rental, improvements .....	HOUSING 22	314
library service, provision .....	MCC 17	196
medical service, payment, injured workers .....	LABOUR 31	365
municipalities, airports, administration .....	MTO 33	506
municipalities, disasters .....	MUN AFF 13	372
municipalities, farm land, improvements .....	AG & FOOD 29	52
municipalities, real property, provincial, taxation .....	MUN AFF 13	372
municipalities, roads .....	MTO 63	523
municipalities, roads, policy .....	MTO 40	508
municipalities, students, employment .....	MUN AFF 13	372
municipalities, surveys, municipal, coordinate, control .....	MNR 24	394
municipalities, transit .....	MTO 41	508
non-profit rental housing, provincial, federal government .....	HOUSING 32	323
Northern Ontario, communities, services .....	NDM 10	423
Northern Ontario, water mains, sewage system .....	NDM 10	423
pollution control, equipment, installation .....	MITT 35	342
products, technology, introduction .....	MITT 35	342
safety associations, industrial health, safety, promotion .....	LABOUR 31	365
shoreline property, erosion, prevention, repair .....	MUN AFF 13	372
small business .....	MITT 11	332
students, colleges, universities .....	MCU 8	116
tourism, development corporations, information .....	MTR 13	486
tourism, industry, operators, investors .....	MTR 20	490
training, employees, employers .....	SKILLS 7	447
travel, medically necessary specialist services, Northern Ontario .....	HEALTH 40	295
unorganized territories, roads, policy .....	MTO 40	508
veterinary service .....	AG & FOOD 24	51
vocational rehabilitation, disabled .....	COMSOC 34	140
welfare .....	COMSOC 32	139

*see also grants; loans; scholarships; subsidies; welfare*

	White Page
Financial Information and Accounting Policy Br .....	TREASURY 10 529
Financial Planning and Administration Br .....	MTO 10 499
Financial Planning and Corporate Analysis Br .....	COMSOC 43 143
Financial Protection Unit .....	AG & FOOD 19 45
<b>Financial Services</b>	
Min of the Attorney General (Financial Managem't & Program Planning) .....	ATT GEN 15 63
Financial Services and Policy Development Section .....	MCC 23 199
<b>Financial Services Br</b>	
Human Resources Secretariat (Administrative Services Br) .....	MBC 16 12
Legislative Offices (Office of the Controller) .....	LEGISLATIVE 6 33
Min of Citizenship (MCC, Finance Br) .....	MCC 8 192
Min of Colleges & Universities .....	EDUC 21 215
Min of Correctional Services (Financial & Admin Services Br) .....	CORRECTIONS 7 174
Min of Culture and Communications (Finance Br) .....	MCC 8 192
Min of Education .....	EDUC 21 215
Min of Energy (Finance, Rates and Utilization Section) .....	ENERGY 11 223
Min of Government Services (Finance and Office Services Br) .....	MGS 6 255
Min of Health (Finance and Accounting Br) .....	HEALTH 44 296
Min of Housing .....	HOUSING 5 305
Min of Industry, Trade and Technology (Finance and Systems Br) .....	MITT 26 338
Min of Labour (Financial Management and Analysis Br) .....	LABOUR 13 353
Min of Municipal Affairs .....	HOUSING 5 305
Min of Natural Resources (Financial Resources Br) .....	MNR 8 384
Min of Northern Development & Mines .....	NDM 6 419
Min of Revenue (Finance and Priorities Planning Br) .....	REVENUE 22 442
Min of the Solicitor General (Financial & Administration Services Br) .....	SOL GEN 7 453
Min of Tourism and Recreation (Finance and Administration Br) .....	MTR 5 484
Min of Tourism and Recreation (MITT, Finance and Systems Br) .....	MITT 26 338
Ontario Women's Directorate (Finance & Admin Services Section) .....	WOMEN 7 534
<i>see also Accounting</i>	
financing statements, registration .....	CCR 32 165
<b>fines</b>	
defaulted, Control Centre .....	ATT GEN 37 71
traffic, violations, payments .....	ATT GEN 36 71
<b>fire</b>	
departments, municipal, educational information, provision .....	SOL GEN 19 461
departments, municipal, establishment, assistance .....	SOL GEN 18 459



departments, municipal, officers, fire protection technology,		
courses .....	SOL GEN 21	462
fighters, training .....	SOL GEN 21	462
fighting, equipment specifications .....	SOL GEN 18	459
fighting, mines, rescue .....	LABOUR 24	361
films .....	SOL GEN 19	461
forests, protection .....	MNR 12	386
forests, protection, research .....	MNR 35	409
investigations, death, large loss, arson, gaseous explosion .....	SOL GEN 16	456
legislation, standards, development, advice .....	SOL GEN 15	456
losses, statistics .....	SOL GEN 19	461
mutual aid associations, fire fighting, assistance .....	SOL GEN 21	462
prevention, information .....	SOL GEN 19	461
prevention, protection, advice .....	SOL GEN 15	456
prevention, statistics .....	SOL GEN 18	459
protection surveys, municipal .....	SOL GEN 18	459
protection, unincorporated and communities, assistance .....	NDM 9	420
safety, buildings, government-funded, plans, approval .....	SOL GEN 15	456
safety, hotels, inspection .....	SOL GEN 17	459
safety, product testing, assessment .....	SOL GEN 15	456
<b>Fire Advisory Services .....</b>	<b>SOL GEN 18</b>	<b>459</b>
<b>Fire Code Commission .....</b>	<b>SOL GEN 15</b>	<b>456</b>
<b>Fire Investigation Services .....</b>	<b>SOL GEN 16</b>	<b>456</b>
<b>Fire Losses in Ontario, publication .....</b>	<b>SOL GEN 20</b>	<b>462</b>
<b>Fire Marshal's Office</b>		
Administrative Services .....	SOL GEN 14	456
Fire Advisory Services .....	SOL GEN 18	459
Fire Investigation Services .....	SOL GEN 16	456
Fire Safety and Inspection Services .....	SOL GEN 17	459
Ontario Fire College .....	SOL GEN 21	462
Public Information .....	SOL GEN 19	461
Statistical Services .....	SOL GEN 20	462
Technical Research and Consulting Services .....	SOL GEN 15	456
<b>Fire Safety and Inspection Services .....</b>	<b>SOL GEN 17</b>	<b>459</b>
<b>firearms</b>		
permits, issuance .....	SOL GEN 47	479
registration certificates .....	SOL GEN 47	479
<b>Firearms Acquisition Certificate System .....</b>	<b>SOL GEN 47</b>	<b>479</b>
<b>Firearms Business Permit System .....</b>	<b>SOL GEN 47</b>	<b>479</b>
<b>First Ministerial Level Conferences .....</b>	<b>MIA 4</b>	<b>346</b>
<b>Fiscal Planning Policy Br .....</b>	<b>TREASURY 14</b>	<b>530</b>

	White Page
<b>Fiscal Resources Br</b> .....	HEALTH 45 296
<b>fish and fishing</b>	
analysis, pollution .....	AG & FOOD 27 52
audits, culture operations .....	MNR 29 396
conditions, regulations, information .....	MNR 29 396
counselling, travel .....	MNR 3 383
hatcheries, production targets, distribution schedules .....	MNR 29 396
hazardous substances, effect, consumption .....	MOE 29 236
information, publications, licence, public, government .....	MNR 3 383
management, grants .....	MNR 15 387
maps .....	MNR 23 393
mercury level, inquiries .....	MOE 29 236
PCB level, inquiries .....	MOE 29 236
publications, information .....	MTR 15 487
revenue collection, licences .....	MNR 8 384
treaty rights, Native peoples .....	MNR 21 393
<b>fisheries</b>	
assessment units, Northern Ontario .....	MNR 34 404
assessment units, Southern Ontario .....	MNR 36 409
regulations, preparation, interpretation, legislation .....	MNR 29 396
<b>Fisheries Br</b> .....	MNR 29 396
<b>fitness</b>	
consultation .....	MTR 10 485
programs, resources, information, access .....	MTR 20 490
promotion programs, publications .....	MTR 10 485
resources, Travelcade .....	MTR 10 485
<b>Fitness Ontario Leadership Program</b> .....	MTR 10 485
<b>floods</b>	
emergencies, government response, coordination .....	MNR 15 387
water management, studies, grants .....	MNR 15 387
<i>flowers, SEE gardens, horticulture</i>	
<b>FOCAP (Farm Operating Credit Assistance Program)</b> .....	AG & FOOD 8 41
<b>food</b>	
analysis, pollution .....	AG & FOOD 27 52
home economics programs .....	AG & FOOD 34 54
industries, information, education, consultation .....	AG & FOOD 23 47
policy, inquiries .....	AG & FOOD 41 57
preservation, preparation, safety, inquiries .....	AG & FOOD 1 39
price monitoring program, administration .....	CCR 2 148
processing and manufacturing industries, expansion, modernization .....	AG & FOOD 15 44
production, correctional institutions .....	CORRECTIONS 18 186
products, market development .....	AG & FOOD 16 44
research .....	AG & FOOD 35 54

service centres, highways 400 and 401 .....	MTO 15	500
service supervision, education .....	AG & FOOD 35	54
services, administration, tendering, suppliers, government buildings .....	MGS 40	267
services, monitoring, Min of Transportation .....	MTO 15	500
<b>Food Processing Br</b> .....	AG & FOOD 15	44
<b>Food Services</b> .....	CORRECTIONS 16	186
<b>Foodland Ontario, promotion program, food services</b> .....	AG & FOOD 16	44
<b>Foodland Preservation Br</b> .....	AG & FOOD 9	42
<b>Forensic Pathology Br</b> .....	SOL GEN 23	463
<b>forensic science</b>		
analysis, scientific examination .....	SOL GEN 13	455
autopsies .....	SOL GEN 23	463
education .....	SOL GEN 13	455
education, pathologists, law enforcement officers .....	SOL GEN 23	463
identification, crime, investigations .....	SOL GEN 46	479
library .....	SOL GEN 13	455
<b>forest industries</b>		
development .....	MNR 14	387
equipment, development .....	MNR 12	386
mills, licences .....	MNR 14	387
timber operations, revenue, collection .....	MNR 8	384
<b>Forest Resources Br</b> .....	MNR 12	386
<b>forests</b>		
air pollution, damage, investigation .....	MOE 21	233
fire, insects, disease, protection .....	MNR 12	386
fire, protection, research .....	MNR 35	409
information, publications, public, government .....	MNR 3	383
management, advice, field days .....	MNR 12	386
management, Algonquin Provincial Park .....	MNR 38	415
management, financial, socio-economic, policy, advice .....	MNR 13	386
management, resources inventory, planning .....	MNR 14	387
management, tree quality, improvement, research .....	MNR 11	385
owners, grants, property tax, reduction .....	MNR 12	386
real property taxation, owners, financial assistance .....	MUN AFF 13	372
reforestation, grants .....	MNR 15	387
standards, development .....	MNR 12	386
<i>see also crown lands—forests; forest industries; woodlots</i>		
<b>forgery, investigation</b> .....	SOL GEN 41	477
<b>forms control</b>		
advice, assistance, training .....	MCC 25	200



	White Page
Four H (4-H) Program, coordination .....	AG & FOOD 34 54
Franco-Ontarian Education, Asst. Deputy Minister .....	EDUC 1 207
<b>Franco-Ontarians</b>	
arts development .....	MCC 33 202
education .....	EDUC 1 207
education, advice to Min of Educ and Min of Colleges & Univ .....	EDUC 29 218
information service, government, province-wide .....	FRANC AFF 1 251
<i>see also French</i>	
fraternal societies, licences, regulates .....	MFI 6 248
<b>Freedom of Information</b>	
implementation, government-wide .....	MBC 5 8
Min of Consumer and Commercial Relations .....	CCR 4 149
Min of Corrections .....	CORRECTIONS 4 172
Min of Financial Institutions .....	CCR 4 149
Min of Health .....	HEALTH 47 297
Min of Housing .....	HOUSING 12 307
Min of Municipal Affairs .....	HOUSING 12 307
Min of the Attorney General .....	ATT GEN 19 64
Min of the Solicitor General .....	SOL GEN 30 465
Min of Tourism and Recreation .....	MTR 9 485
Min of Treasury and Economics (Management Services Br) .....	TREASURY 4 527
Freedom of Information & Protection of Privacy Act .....	LEGISLATIVE 18 38
Freedom of Information and Protection of Privacy Office .....	CCR 4 149
Freeway Traffic Management Systems .....	MTO 8 498
<b>freight</b>	
forwarders, licences .....	MTO 50 511
in-bond, U.S., movement, permits .....	MTO 50 511
movement, interprovincial, vehicle licences, reciprocity .....	MTO 56 512
services, rail, highway, Northern Ontario .....	NDM 18 428
freight rate and service information, Northern Ontario .....	MTO 37 507
<b>French</b>	
bilingual, publications, catalogue .....	LEGISLATIVE 10 35
bursaries, fellowships, students, teachers, colleges, universities .....	MCU 8 116
corporate services, policy direction .....	MBC 13 10
cultural heritage, historic site .....	MTR 16 489
curriculum, resource materials, intermediate, senior, schools .....	EDUC 11 211
education, elementary, secondary, post-secondary, advice .....	EDUC 29 218
educational television .....	MCC 34 202
home study, courses, secondary level .....	EDUC 18 214
information service, government .....	FRANC AFF 1 251
language of instruction, disputes, resolution .....	EDUC 27 217
language, elementary schools, policies .....	EDUC 10 211
language, Professional Fund for teachers .....	EDUC 19 215

library services .....	MCC 17	196
public, service, agencies, locations .....	FRANC AFF 2	251
recommendations, francophone services .....	FRANC AFF 2	251
schools, residential, deaf pupils .....	EDUC 14	212
service, government, Ontario, availability, quality .....	FRANC AFF 2	251
services, advisory council .....	FRANC AFF 2	251
students, education .....	EDUC 1	207
students, education, advice to ministries .....	EDUC 29	218
teachers, monitor .....	EDUC 4	208
training, testing, inventory, government employees .....	MBC 14	11
translation services, government .....	MGS 25	261
TVOntario, programming .....	MCC 34	202
<i>see also Franco-Ontarians</i>		

**French as a Second Language (FSL)**

audio-visuals, print, materials, referrals .....	CITIZENSHIP 4	108
--	---------------	-----

<b>French Language Instructional Units Teacher's Bursary .....</b>	<b>MCU 8</b>	<b>116</b>
--	--------------	------------

**French language services**

Human Resources Secretariat (French language coordinator) .....	MBC 10	10
Min of Agriculture and Food .....	AG & FOOD 3	40
Min of Citizenship .....	CITIZENSHIP 1	107
Min of Colleges & Universities .....	MCU 3	114
Min of Community and Social Services .....	COMSOC 7	122
Min of Consumer and Commercial Relations .....	CCR 5	149
Min of Correctional Services .....	CORRECTIONS 5	172
Min of Culture and Communications .....	MCC 1	190
Min of Energy .....	ENERGY 5	221
Min of Health (French Language Health Services) .....	HEALTH 22	286
Min of Housing .....	HOUSING 11	307
Min of Industry, Trade and Technology .....	MITT 2	329
Min of Labour .....	LABOUR 4	349
Min of Municipal Affairs (French Language Services Coordinator) .....	MUN AFF 9	371
Min of Revenue .....	REVENUE 21	442
Min of the Attorney General .....	ATT GEN 2	59
Min of the Environment (French Services Office) .....	MOE 10	230
Min of the Solicitor General .....	SOL GEN 6	453
Min of Tourism and Recreation .....	MTR 2	483
Min of Transportation .....	MTO 17	501
Office of Francophone Affairs .....	FRANC AFF 1	251
Ontario French Language Services Commission .....	FRANC AFF 2	251
Parliamentary Public Relations Office .....	LEGISLATIVE 8	34

**fruit**

dealers, licences .....	AG & FOOD 20	45
production, packaging, marketing information .....	AG & FOOD 20	45
research .....	AG & FOOD 32	53

		White Page
wholesale market .....	AG & FOOD 39	56
Fruit and Vegetable Inspection Br .....	AG & FOOD 20	45
Fruit and Vegetable Quality Improvement Program .....	AG & FOOD 20	45
FSL (French as a Second Language) .....	CITIZENSHIP 4	108
Fuel Minerals Section .....	MNR 18	391
Fuel Tax Act		
appeals .....	REVENUE 8	434
taxation, collection, administration .....	REVENUE 4	431
fuels		
alternate, research, testing, laboratory .....	MTO 43	509
research, synthetic, alternative .....	ENERGY 16	225
taxation, collection, administration .....	REVENUE 4	431
transmission, distribution, utilization, safety, control .....	CCR 26	158
transportation, alternative, development .....	MTO 46	510
transportation, alternative, energy, conservation .....	ENERGY 15	225
<i>see also energy</i>		
Fuels Safety Br .....	CCR 26	158
<i>funding, SEE financial assistance, grants</i>		
Funeral Services Review Board, appeals .....	HEALTH 48	297
fungicides, detection, measurement .....	AG & FOOD 27	52
fur		
farmers, licences .....	AG & FOOD 25	51
management program, coordination .....	MNR 32	402
trade heritage, community awareness .....	MTR 19	490
trade, Old Fort William .....	MTR 18	489
Fur Farms Act .....	AG & FOOD 25	51
furbearers (wildlife), management .....	MNR 32	402
FUTURES		
employment program, disadvantaged young people .....	SKILLS 9	451
Residential Component .....	COMSOC 38	141
Gains A (Guaranteed Annual Income System) .....	REVENUE 9	435
GAINS-D		
decisions, appeals .....	COMSOC 36	140
description .....	COMSOC 31	139
gambling, illegal, investigation .....	SOL GEN 43	478
game (wildlife), management .....	MNR 32	402
games of chance, operators, licences, supervision .....	CCR 20	156



<b>garages</b>		
government, chauffeuring, services .....	MTO 16	501
staff training, Min of Transportation .....	MTO 7	498
<b>gardening, home, fruit, vegetables, lawns, information</b> .....	AG & FOOD 1	39
<b>gardens</b>		
Royal Botanical .....	MCC 40	204
travelling exhibits .....	MCC 13	195
<b>garnishments, debts</b> .....	ATT GEN 34	70
<i>gas, SEE natural gas</i>		
<b>gasoline</b>		
safety, transportation, distribution, storage .....	CCR 26	158
service stations, licences .....	CCR 26	158
taxation, collection, administration .....	REVENUE 4	431
<i>see also fuels; petroleum</i>		
<b>Gasoline Handling Act, administration</b> .....	CCR 26	158
<b>Gasoline Tax Act</b>		
appeals .....	REVENUE 8	434
taxation, collection, administration .....	REVENUE 4	431
<b>General Investigations Br, OPP</b> .....	SOL GEN 43	478
<b>General Manager's Office</b> .....	HEALTH 37	292
<b>General Services Br</b>		
Central Collection Service .....	MGS 30	263
Insurance and Risk Management Section .....	MGS 31	263
Min of Government Services .....	MGS 28	263
Official Documents Section .....	MGS 32	263
Payment Processing Services .....	MGS 29	263
<b>General Welfare Assistance (GWA)</b> .....	COMSOC 32	139
<i>General Welfare, SEE welfare</i>		
<b>Geodetic Services</b> .....	MNR 24	394
<b>Geographic Names</b> .....	MNR 24	394
<b>Geographical Information Services</b> .....	MNR 23	393
<b>geology</b>		
consultative services, government, industry, public .....	NDM 16	426
engineering, inspection, services, research .....	MNR 18	391
maps .....	MNR 23	393
resources, information, exploration, encouragement .....	NDM 16	426
surveys, publications, library .....	NDM 16	426

		White Page
Geoscience Research Grants Program .....	NDM 16	426
geotextiles, environmental effects .....	MTO 28	504
Gift Tax Act, (repealed), administration .....	REVENUE 4	431
GIS Applications and Technology Transfer .....	MNR 23	393
GO Transit		
employees, grievances .....	LABOUR 30	364
Min of Transportation Agency .....	MTO 67	524
go-karts .....	CCR 25	157
goats, <i>SEE</i> livestock		
golf course		
operation, St. Lawrence Parks Commission .....	MTR 27	495
Goods Distribution Systems Office .....	MTO 37	507
Government Caucus Office .....	LEGISLATIVE 13	36
Government Finance and Economic Analysis Section .....	TREASURY 11	529
Government Garage .....	MTO 16	501
Government Mail Service .....	MGS 24	261
Government Pharmaceutical and Medical Supply .....	HEALTH 46	297
Grain Financial Protection Program		
claims, investigation .....	AG & FOOD 20	45
provisions, enforcement .....	AG & FOOD 17	45
Grange, The (historic Toronto house) .....	MCC 30	201
grants		
agricultural, financial policy .....	AG & FOOD 8	41
archeology, artifact analysis .....	MCC 36	203
architectural conservation .....	MCC 36	203
art schools, festivals, artists .....	MCC 33	202
arts service organizations .....	MCC 15	196
arts training institutions .....	MCC 15	196
arts, community, development, Ontario Arts Council .....	MCC 10	193
Building Action Program, municipalities, building, training .....	HOUSING 27	316
buildings, preservation, heritage .....	MCC 22	198
business schools, students, consulting .....	MITT 10	331
Canada-Ontario Agreement for Sewage Program (COASP) .....	MOE 40	242
choreographers, dance .....	MCC 33	202
Citizenship Development Grants Program .....	CITIZENSHIP 4	108
colleges, operating, capital .....	MCU 6	115
Community Facilities Improvement Program .....	CITIZENSHIP 4	108
Community Facilities Improvement Program, applications .....	MCC 10	193
community information centres .....	MCC 20	197
community information centres, applications, field offices .....	MCC 10	193

	White	Page
community planning, municipalities, land use .....	MUN AFF 19	375
community projects, women .....	WOMEN 3	533
composers, orchestras .....	MCC 33	202
conservation .....	MNR 15	387
cultural exchange programs .....	MCC 16	196
cultural institutions .....	MCC 15	196
cultural, educational exchange programs .....	EDUC 4	208
development, non-profit housing, first projects .....	HOUSING 32	323
employment, incentives .....	MUN AFF 13	372
energy management, efficiency, private sector .....	ENERGY 14	224
energy management, government, public buildings .....	ENERGY 13	224
energy, management, municipal buildings .....	ENERGY 13	224
English as a Second Language, applications, field offices .....	MCC 10	193
equine, research .....	CCR 28	159
erosion control, manure management, structures .....	AG & FOOD 30	53
film-makers .....	MCC 33	202
forest, owners, property tax, reduction .....	MNR 12	386
forests, improvement .....	MNR 12	386
francophones, community services, activities .....	FRANC AFF 1	251
General Legislative formula, school boards, support .....	EDUC 7	209
geoscience, research .....	NDM 16	426
health, research .....	HEALTH 19	285
health, safety, research, manpower training .....	LABOUR 18	355
heritage, historical programs, applications, field offices .....	MCC 10	193
historical manuscripts .....	MCC 36	203
hospitals, construction, renovation .....	HEALTH 26	287
immigrants, training, reception, orientation, programs, applications .....	MCC 10	193
incentive, municipalities, low-cost, starter homes .....	HOUSING 21	313
intercultural development, applications, field offices .....	MCC 10	193
investors, businesses, small .....	REVENUE 4	431
land, building acquisition, clearance, demolition, relocation .....	MUN AFF 21	376
legal services to communities .....	ATT GEN 43	102
libraries, public, operating .....	MCC 17	196
lottery funded, recreation, programs .....	MTR 20	490
Marketing Assistance Program for Pork .....	AG & FOOD 15	44
mental health, research .....	HEALTH 56	302
Multicultural Service Program .....	CITIZENSHIP 4	108
multicultural service programs, applications, field offices .....	MCC 10	193
Multicultural Workplace Coordinator Grants .....	CITIZENSHIP 4	108
Multiculturalism and Citizenship Community Projects Program .....	CITIZENSHIP 4	108
municipalities, administration .....	MUN AFF 13	372
municipalities, land, acquisition .....	MNR 12	386
municipalities, planned retirement communities .....	HOUSING 23	314
municipalities, police, radio services .....	SOL GEN 53	481
museums, historical societies .....	MCC 22	198



	White Page
Native peoples, heritage, communications, development, leadership .....	CITIZENSHIP 7 109
Newcomer Integration Program .....	CITIZENSHIP 4 108
Newcomer Language and Orientation Classes Program .....	CITIZENSHIP 4 108
non-profit camps, recreation facilities, leadership training .....	MTR 11 486
Ontario Mineral Exploration Program .....	NDM 13 425
periodicals, publishing .....	MCC 33 202
photographers .....	MCC 33 202
planning administration, unorganized territories, planning boards .....	MUN AFF 19 375
playwrights, writers, poets .....	MCC 33 202
programs, municipalities, counties, regions, planning boards .....	MUN AFF 19 375
Provincial Auto Extrication Grant Program .....	SOL GEN 18 459
provincial, universities, administration .....	MCU 5 115
public libraries, applications, field offices .....	MCC 10 193
rental housing, urban municipalities, future planning .....	HOUSING 24 315
research, archaeological, Ontario Heritage Foundation .....	MCC 22 198
school boards, colleges, universities .....	EDUC 21 215
sculptors .....	MCC 33 202
senior citizens, property tax, rent, sales .....	REVENUE 9 435
sewage, water works, municipalities, small communities .....	MOE 40 242
Small Food Processors' Assistance Program .....	AG & FOOD 15 44
social service organizations, time-limited, projects .....	MTR 28 495
sports .....	MTR 10 485
streets, sewers, water mains, recreational facilities .....	MUN AFF 21 376
students, colleges, universities .....	MCU 8 116
studies, community improvement .....	MUN AFF 19 375
summer, youth, employment .....	MCC 10 193
termites, control, municipalities .....	MOE 13 231
waste, recycling, project development .....	MOE 24 235
water, land, resource management .....	MNR 15 387
<i>see also financial assistance</i>	
graphics, government, design service .....	MGS 19 259
<b>Great Lakes</b>	
climatic conditions, pollutants, effect, surveillance, assessment .....	MOE 30 236
development, commercial, water transportation, ports .....	MTD 34 506
exploration, drilling, offshore, oil, natural gas .....	MNR 37 415
<b>Great Lakes Section</b> .....	MOE 30 236
<b>grievance, mediation services, labour, management</b> .....	LABOUR 26 363
<b>Group of Seven, McMichael Canadian Collection</b> .....	MCC 43 205
<b>Guarantee Companies Securities Act, administration</b> .....	MFI 4 248
<b>Guaranteed Annual Income System</b>	
decisions, appeals .....	COMSOC 36 140
GAINS-D, administration .....	COMSOC 31 139
<b>Guaranteed Annual Income System (GAINS A)</b> .....	REVENUE 9 435

Guaranteed Income and Tax Credit Br .....	REVENUE 9	435
Guardian, Official .....	ATT GEN 10	62
Guelph Correctional Centre .....	CORRECTIONS 9	174
Guide to Holdings of Archives of Ontario publication .....	MCC 25	200
GUIDE, government online inquiry service, offices/staff .....	MGS 22	260
guns, <i>SEE</i> firearms		
GWA (General Welfare Assistance) .....	COMSOC 32	139
hairstylists, certification .....	SKILLS 8	448
Halfway House Programs counselling, residential services, socially disadvantaged persons ...	COMSOC 38	141
Handicapped Children's Program .....	COMSOC 33	140
Handicapped Employment Program .....	LABOUR 6	349
handicapped, <i>SEE</i> disabled persons		
Hansard individual copies, purchase .....	MGS 27	262
report, legislature, publication .....	LEGISLATIVE 9	34
Hansard Reporting Service .....	LEGISLATIVE 9	34
HARP (Healing Arts Radiation Protection Commission) .....	HEALTH 55	301
hate literature, investigation .....	SOL GEN 43	478
Hazardous Contaminants Br Agricultural and Industrial Chemicals Section .....	MOE 13	231
Min of the Environment .....	MOE 12	231
Standards Development Section .....	MOE 14	231
hazardous waste aquatic life, effect, laboratory, field techniques .....	MOE 29	236
disposal sites, establishment, extension, hearings .....	MOE 46	244
industrial, liquid, sludge, disposal .....	MOE 23	234
industrial, municipal, treatment, disposal, research, technology .....	MOE 26	235
treatment, storage, recycling .....	MOE 50	245
Healing Arts Radiation Protection Commission (HARP) .....	HEALTH 55	301
health authorities, local, decisions, environmental, appeals .....	MOE 49	244
care, appeals, review boards .....	HEALTH 48	297
care, correctional institutions, provision .....	CORRECTIONS 12	185
care, payment systems, regional distribution, statistics, research ...	HEALTH 17	284
care, planning, evaluation, research, socio-economic information .....	HEALTH 17	284

	White Page
care, primary, funding, community based organizations .....	HEALTH 6 274
care, professionals, registration, Assistive Devices Program .....	HEALTH 31 289
care, system, planning .....	HEALTH 19 285
Clinical Education Program, direction .....	HEALTH 19 285
construction employees, regulations .....	LABOUR 20 356
council program, districts .....	HEALTH 16 282
database, health care planning .....	HEALTH 9 276
education, manpower, issues, liaison .....	MCU 5 115
education, research, grants, strategy .....	HEALTH 19 285
industry, employees, consultation .....	LABOUR 22 359
industry, employees, promotion .....	LABOUR 21 357
insurance, chronic care, payment exemption, decisions, appeals .....	COMSOC 36 140
insurance, enrolment, eligibility .....	HEALTH 39 294
insurance, family benefits .....	COMSOC 31 139
manpower, professional, research, policy .....	HEALTH 19 285
mines, pits and quarries, employees, promotion .....	LABOUR 24 361
occupational, advice to Minister .....	LABOUR 28 363
occupational, liaison, management, labour, public .....	LABOUR 28 363
occupational, research .....	LABOUR 19 355
pollution, effects, research, laboratory services .....	MOE 22 234
professionals, recruitment, financial incentives, underserved areas .....	HEALTH 20 285
promotion, consulting, coordination .....	HEALTH 15 282
promotion, protection, policy, recommendations .....	HEALTH 8 276
promotion, strategies .....	HEALTH 2 271
publications .....	HEALTH 2 271
services, funding, public, private, hospitals, rehabilitation .....	HEALTH 25 287
services, Northern Ontario, bursaries, student .....	NDM 10 423
services, Ontario Public Service employees .....	MGS 13 257
services, planning, local .....	HEALTH 16 282
services, providers, registry, OHIP billing .....	HEALTH 43 295
toxic substances, exposure, surveillance .....	MGS 13 257
<i>see also medical; mental health; public health</i>	
<b>Health and Safety Support Services Br</b>	
Chest Service .....	LABOUR 23 360
Min of Labour .....	LABOUR 22 359
<b>Health Boards Secretariat .....</b>	HEALTH 48 297
<b>Health Care Services</b>	
Dentistry Services .....	CORRECTIONS 14 185
Food Services .....	CORRECTIONS 16 186
Medical Services .....	CORRECTIONS 12 185
Nursing Services .....	CORRECTIONS 13 185
Pharmacy Services .....	CORRECTIONS 15 186
<b>Health Disciplines Board, appeals .....</b>	HEALTH 48 297
<b>Health Facilities Appeal Board .....</b>	HEALTH 48 297
<b>Health Promotion Br .....</b>	HEALTH 15 282



Health Promotion Grants Program, administration .....	HEALTH 15	282
Health Protection Appeal Board .....	HEALTH 48	297
Health Service Organization and Community Health Centre .....	HEALTH 6	274
Health Services Appeal Board .....	HEALTH 48	297
<i>hearings, SEE appeals</i>		
heat, radiant, technology, energy, research .....	ENERGY 16	225
herbicides, detection, measurement .....	AG & FOOD 27	52
heritage		
British, cultural .....	MTR 16	489
French, cultural .....	MTR 16	489
Native peoples. preservation .....	CITIZENSHIP 7	109
Native, cultural .....	MTR 16	489
natural, preservation, grants, Ontario Heritage Foundation .....	MCC 22	198
preservation, archives .....	MCC 25	200
programs, grants, applications, field offices .....	MCC 10	193
properties acquisition .....	MCC 36	203
<i>see also archaeological; conservation; historic sites</i>		
Heritage Administration Section .....	MCC 24	199
Heritage Br		
Financial Services and Policy Development Section .....	MCC 23	199
Heritage Administration Section .....	MCC 24	199
Heritage Programs Section .....	MCC 22	198
Min of Culture and Communications .....	MCC 21	198
Heritage Bridge Program, Ontario .....	MCC 22	198
Heritage Plaque Assistance Program, Local .....	MCC 22	198
Heritage Programs Section .....	MCC 22	198
Heritage Properties Program, Ontario .....	MCC 22	198
High Court of Justice .....	ATT GEN 27	67
Highway Design Office .....	MTO 23	503
Highway Engineering Division .....	MTO 20	502
Highway Innovations and Strategic Research Office .....	MTO 31	505
Highway Maintenance Program .....	MTO 62	523
Highway Operations and Maintenance Division .....	MTO 5	497
Highway Traffic Act		
defaulted fines, suspended drivers' licences .....	ATT GEN 37	71
proposed legislation, draft preparation .....	MTO 48	510
prosecutions, crown attorneys .....	ATT GEN 6	60

		White Page
Provincial Offences Act, prosecution, offences .....	ATT GEN 36	71
suspensions, appeals .....	MTO 68	524
<b>highways</b>		
bridges, retaining walls, design, construction .....	MTO 24	503
carriers, policies, government .....	MTO 48	510
conditions, bulletins, reporting .....	MTO 1	496
construction, costs, estimates .....	MTO 18	501
construction, maintenance, subsidies .....	MTO 57	513
construction, maintenance, supervision .....	MTO 59	515
construction, materials testing .....	MTO 21	502
contractors' claims, additional costs, assessment .....	MTO 18	501
design, policy .....	MTO 23	503
design, quality control .....	MTO 21	502
drainage, hydrology, policy procedures .....	MTO 23	503
electrical installations, design, maintenance .....	MTO 8	498
environmental assessment .....	MTO 61	522
guiderail design, illumination, noise control .....	MTO 27	504
improvements, coordination .....	MTO 65	523
landscaping .....	MTO 9	498
maintenance, standards, policies .....	MTO 9	498
pavement, research .....	MTO 27	504
planning, design .....	MTO 61	522
planning, development .....	MTO 12	499
policies, standards .....	MTO 9	498
property damage, claims .....	MTO 4	497
provincial, future routes, effects of development proposals on .....	MTO 6	498
real property, acquisition, management, leasing, selling .....	MTO 61	522
reports, conditions (district offices) .....	MTO 57	513
responsibility, staging, award schedules, expenditure control .....	MTO 12	499
riding quality, pavements, skid resistance .....	MTO 23	503
road salt, environmental effect .....	MTO 28	504
safety, promotion, motor vehicles, accidents, investigation .....	SOL GEN 37	467
safety, road users, education .....	MTO 48	510
signs, erection, maintenance .....	MTO 8	498
signs, signals, location .....	MTO 62	523
soil conditions .....	MTO 61	522
surveys, aerial photographs .....	MTO 61	522
traffic, control techniques, devices, standards, procedures .....	MTO 8	498
traffic, statistics .....	MTO 62	523
transportation corridor, control .....	MTO 6	498
<i>see also bridges, roads</i>		
<b>hiking trails, information, publications .....</b>	<b>MTR 15</b>	<b>487</b>
<b>Historic Naval and Military Establishments .....</b>	<b>MTR 16</b>	<b>489</b>
<b>historic sites</b>		
Historic Naval and Military Establishments .....	MTR 16	489
Niagara Parks Commission .....	MTR 22	493
Old Fort William, library .....	MTR 18	489

Sainte-Marie among the Hurons .....	MTR 16	489
St. Lawrence Parks Commission .....	MTR 27	495

**historical**

agricultural museum .....	AG & FOOD 33	54
buildings, renovation, grants .....	MCC 36	203
conservation, sites, designation, appeals .....	MCC 32	202
development, Ontario, books .....	MCC 37	203
heritage, preservation, documents .....	MCC 25	200
information, elections, legislatures, cabinets, political candidates .....	LEGISLATIVE 12	35
plaques .....	MCC 36	203
programs, grants, applications, field offices .....	MCC 10	193

**Historical Parks**

Huronias .....	MTR 16	489
Old Fort William .....	MTR 18	489

Historical Plaque Program, administration .....	MCC 22	198
---	--------	-----

HMCS Haida .....	MTR 24	494
------------------	--------	-----

**hoists**

licences, inspection .....	CCR 25	157
mines, wire ropes, testing .....	LABOUR 24	361

**holidays**

business, retail .....	SOL GEN 3	452
public, employment standards .....	LABOUR 9	350

**home care**

health services, homemaking .....	HEALTH 5	272
psychiatric patients, licences, inspection .....	HEALTH 36	292

Home Care Program .....	HEALTH 5	272
-------------------------	----------	-----

**home economics**

consumers, general information .....	AG & FOOD 1	39
food preservation, preparation, safety .....	AG & FOOD 1	39

**Home Owner Employee Relocation Plan**

Min of Government Services .....	MGS 36	265
----------------------------------	--------	-----

Home Renewal Program, Ontario .....	HOUSING 34	325
-------------------------------------	------------	-----

**Homelink Program**

disabled persons, rental housing .....	CABINET 2	4
--	-----------	---

homemakers, home care program .....	HEALTH 5	272
-------------------------------------	----------	-----

**homes**

disabled person, accessibility, interior, exterior .....	HOUSING 35	326
low-cost, starter, families, grants, municipalities .....	HOUSING 21	313
new, warranties, decisions under Act, appeals .....	CCR 36	167



		White Page
owner-occupants, assistance, repairs .....	HOUSING 34	325
purchase assistance, mortgage payments, rural communities .....	HOUSING 38	327
<i>see also houses</i>		
<b>Homes for Special Care</b>		
benefits, recipients, drugs, free, eligibility .....	HEALTH 30	289
inspection, fire, safety .....	SOL GEN 17	459
payments, eligibility, inquiries .....	HEALTH 44	296
program, administration, licences, inspection .....	HEALTH 36	292
<b>homes for the aged</b>		
inspection, fire, safety .....	SOL GEN 17	459
pharmaceutical services, liaison .....	HEALTH 29	288
policy, program development .....	COMSOC 26	138
<b>honey, inspection, grading, production, marketing .....</b>	<b>AG &amp; FOOD 20</b>	<b>45</b>
<b>Honours and Awards Program, Ontario, administration .....</b>	<b>MIA 3</b>	<b>346</b>
<b>horses</b>		
Race Tracks Tax Act .....	REVENUE 5	432
racing, improprieties, investigation .....	SOL GEN 43	478
racing, supervision, licences .....	CCR 28	159
riding establishments, licences .....	AG & FOOD 24	51
<b>Horticultural Research Institute .....</b>	<b>AG &amp; FOOD 32</b>	<b>53</b>
<b>horticulture</b>		
buildings, government .....	MGS 40	267
consumers, general information .....	AG & FOOD 1	39
crops, commercial production, information .....	AG & FOOD 26	52
information, ornamental, native, poisonous, plants, mushrooms .....	MCC 40	204
plants, research .....	AG & FOOD 35	54
research, increased production, new varieties .....	AG & FOOD 32	53
school, Niagara Parks Commission .....	MTR 22	493
<i>see also nurseries</i>		
<b>Hospital Appeal Board .....</b>	<b>HEALTH 48</b>	<b>297</b>
<b>Hospital Labour Disputes Arbitration Act</b>		
administration, certain provisions .....	LABOUR 29	364
arbitrators, appointment .....	LABOUR 26	363
<b>hospitality fund, government .....</b>	<b>MIA 3</b>	<b>346</b>
<b>hospitality training</b>		
tourism .....	MTR 14	487
<b>hospitals</b>		
associations, prepaid, licences, regulates .....	MFI 6	248
construction, renovation, plans, approval, grants, consulting .....	HEALTH 26	287
costs, workers, financial assistance .....	LABOUR 31	365
discharge from, care in lieu of, home care program .....	HEALTH 5	272

general (psychiatric units), program, policy development .....	HEALTH 33	290
insurance, claims, inquiries .....	HEALTH 37	292
laboratories, licences, inspection .....	HEALTH 14	280
mental health, services, funding .....	HEALTH 36	292
pharmaceutical services, liaison .....	HEALTH 29	288
psychiatric, administration .....	HEALTH 34	291
public, private, funding, health services .....	HEALTH 25	287
statistics .....	HEALTH 17	284

*hostels, SEE accommodation*

## hotels

government-funded, plans, approval, fire safety .....	SOL GEN 15	456
inspection, fire, safety .....	SOL GEN 17	459

*hours of work, SEE employment*

## houses

builders, registration .....	CCR 22	156
conservation, renovation, guidelines, liaison .....	HOUSING 18	312
demonstration projects, research, conservation .....	HOUSING 18	312
new, unoccupied, workmanship, materials, warranties .....	CCR 22	156
policy and program development, rental, ownership .....	HOUSING 18	312
repair, low-income owners .....	HOUSING 34	325
<i>see also buildings; condominiums; homes</i>		

## housing

assisted rental, tenant applications .....	HOUSING 30	317
low-rise, rental, improvements, loans .....	HOUSING 22	314
mobile, single residential, retirement communities .....	HOUSING 23	314
non-profit, municipalities, charitable groups, assistance .....	HOUSING 32	323
rent-geared-to-income, government subsidized .....	HOUSING 36	326
senior citizens, rent-geared-to-income, rural communities .....	HOUSING 37	326
seniors, granny-flats .....	HOUSING 20	313
shelter for homeless, administration, research .....	HOUSING 2	304
<i>see also accommodation</i>		

## Housing Authorities

accounting, banking services, provision .....	HOUSING 5	305
Field Operations .....	HOUSING 30	317

Housing Conservation Unit .....	HOUSING 18	312
---------------------------------	------------	-----

## Housing Field Operations

Convert-to-Rent Program .....	HOUSING 33	325
Federal/Provincial Rural Housing Program .....	HOUSING 38	327
Federal/Provincial Senior Citizen Rural Housing Program .....	HOUSING 37	326
Metro Toronto Housing Authority .....	HOUSING 31	323
Min of Housing .....	HOUSING 30	317
Municipal Housing Statement Program .....	HOUSING 39	327
Non-Profit Housing Program .....	HOUSING 32	323

		White Page
Ontario Home Renewal Program .....	HOUSING 34	325
Ontario Home Renewal Program for the Disabled .....	HOUSING 35	326
Rent Supplement Program .....	HOUSING 36	326
<b>Housing Supply Policy Br</b>		
Low-Rise Rehabilitation Program .....	HOUSING 22	311
Min of Housing .....	HOUSING 18	312
Municipal Building Profile Program .....	HOUSING 24	315
Portable Living Units for Seniors .....	HOUSING 20	313
Property Management Support Program .....	HOUSING 19	312
Seniors' Retirement Communities Project .....	HOUSING 23	314
Starter Homes .....	HOUSING 21	313
<b>HSO (Health Service Organization) .....</b>	<b>HEALTH 6</b>	<b>274</b>
<b>human relations</b>		
resource material .....	MCC 6	192
<b>Human Resources Br</b>		
Legislative Offices (Office of the Controller) .....	LEGISLATIVE 6	33
Min of Agriculture and Food .....	AG & FOOD 12	43
Min of Citizenship .....	MCC 7	192
Min of Community and Social Services (Management & Staff Development) .....	COMSOC 42	143
Min of Community and Social Services (Planning & Program Design) .....	COMSOC 46	144
Min of Consumer and Commercial Relations .....	CCR 10	151
Min of Correctional Services (Human Resources Management Br) .....	CORRECTIONS 5	172
Min of Culture and Communications .....	MCC 7	192
Min of Education .....	EDUC 25	216
Min of Financial Institutions .....	CCR 10	151
Min of Government Services (Human Resources Services Br) .....	MGS 10	256
Min of Health .....	HEALTH 50	298
Min of Housing .....	HOUSING 7	306
Min of Industry, Trade and Technology .....	MITT 27	339
Min of Labour .....	LABOUR 16	354
Min of Municipal Affairs .....	HOUSING 7	306
Min of Natural Resources .....	MNR 6	384
Min of Northern Development and Mines .....	NDM 4	419
Min of the Attorney General .....	ATT GEN 16	63
Min of the Environment .....	MOE 5	229
Min of the Solicitor General (Human Resources Services Br) .....	SOL GEN 8	454
Min of Tourism and Recreation .....	MTR 6	484
Min of Transportation .....	MTO 13	500
<i>see also Personnel Br</i>		
<b>Human Resources Secretariat .....</b>	<b>MBC 6</b>	<b>9</b>
<b>Human Rights Code, 1981</b>		
administration .....	CITIZENSHIP 9	111



<b>Human Rights Commission, Ontario</b> .....	CITIZENSHIP 9	111
<b>human rights, promotion, education</b> .....	CITIZENSHIP 9	111
<b>Human Tissue Gift Act, administration</b> .....	SOL GEN 22	462
<b>Hunter Damage Compensation Act</b> .....	AG & FOOD 8	41
<b>hunting</b>		
camp, operation, goose .....	NDM 18	428
counselling, travel .....	MNR 3	383
education instructors, certification .....	MNR 32	402
education, reference manuals, regulations .....	MNR 32	402
information, publications .....	MTR 15	487
licences, examiners, education .....	MNR 32	402
licences, lost, verification .....	MNR 32	402
licences, revenue, collection .....	MNR 8	384
licences, sale .....	MNR 3	383
maps .....	MNR 23	393
recreational opportunities, information .....	MNR 32	402
seasons, development .....	MNR 32	402
treaty rights, Native peoples .....	MNR 21	393
<b>Huronian Historical Advisory Council</b> .....	MTR 17	489
<b>Huronian Historical Parks</b> .....	MTR 16	489
<b>hydrology</b>		
design, highways, construction .....	MTO 61	522
highways, policy, procedures .....	MTO 23	503
research .....	MNR 15	387
<b>identification, units, OPP</b> .....	SOL GEN 40	468
<b>ILC (Independent Learning Centre)</b> .....	EDUC 18	214
<b>IMA (Involvement in Municipal Administration)</b> .....	MUN AFF 13	372
<b>immigrants</b>		
business prospects, viability, appraisal, counselling .....	MITT 20	335
health insurance .....	HEALTH 39	294
information, starting a farm .....	AG & FOOD 1	39
language training, orientation, settlement .....	CITIZENSHIP 4	108
training, programs, grants, applications, field offices .....	MCC 10	193
<i>see also refugees</i>		
<b>Immunization of School Pupils Act, appeals</b> .....	HEALTH 48	297
<b>Incentive Allowance, welfare</b> .....	COMSOC 32	139
<b>Income Maintenance Br</b> .....	COMSOC 29	139
<b>Income Maintenance Programs</b>		
Family Benefits .....	COMSOC 31	139

		White Page
general description .....	COMSOC 30	139
General Welfare Assistance .....	COMSOC 32	139
Handicapped Children's Program .....	COMSOC 33	140
Social Assistance Review Board .....	COMSOC 36	140
Vocational Rehabilitation Maintenance Allowances .....	COMSOC 34	140
Work Incentive Program .....	COMSOC 35	141
<b>incorporation</b>		
applications, insurance, companies .....	MFI 6	248
corporations, articles, processing, copies .....	CCR 33	166
corporations, certificates, cancellation .....	CCR 34	166
corporations, non-profit, applications, processing .....	CCR 34	166
credit unions, caisses populaires, cooperatives .....	MFI 2	247
<b>Independent Learning Centre (ILC)</b> .....	EDUC 18	214
<b>Indian and Municipal Policing Br, OPP</b> .....	SOL GEN 39	468
<b>Indian Band Councils</b>		
day care, financial assistance .....	COMSOC 37	141
grants, consultation .....	CITIZENSHIP 7	109
land claims, consultation .....	MNR 21	393
library systems, consultative assistance .....	MCC 17	196
policing, requests .....	SOL GEN 39	468
<i>see also Native peoples</i>		
<b>Indian Welfare Agreement (IWA)</b> .....	COMSOC 3	120
<i>Indians, SEE Native peoples</i>		
<b>industrial</b>		
effluent, toxicity, testing .....	MOE 29	236
liquid, waste, treatment, storage, recycling .....	MOE 50	245
relations, students, training .....	LABOUR 16	354
waste, complex, control systems, evaluation .....	MOE 37	241
waste, hazardous, treatment, disposal, research, technology .....	MOE 26	235
wastewater, management, treatment, quantity, quality, database .....	MOE 32	237
water, waste, treatment works, applications .....	MOE 38	241
<b>Industrial Development Procurement Policy</b> .....	MITT 14	333
<b>Industrial Energy Services Program, grants</b> .....	ENERGY 14	224
<b>Industrial Health and Safety Br</b> .....	LABOUR 21	357
<b>Industrial Products Section</b> .....	MITT 13	332
<b>Industrial Programming Unit</b>		
Energy Management .....	CORRECTIONS 19	186
institutional industries .....	CORRECTIONS 17	186
Self-Sufficiency Program .....	CORRECTIONS 18	186
<b>Industrial Standards Act, administration</b> .....	LABOUR 9	350

<b>industry</b>		
air pollution, soils, crops, damage, investigation	MOE 21	233
competitiveness	MITT 32	341
development, handbooks, community planning	MUN AFF 23	377
development, technology, business, transportation	MTO 32	505
distribution, transportation, goods, products, consulting service	MTO 37	507
energy, technology, assistance	ENERGY 16	225
financial assistance (tourism, manufacturing, service industries)	MITT 35	342
food processing and manufacturing, expansion, modernization	AG & FOOD 15	44
growth, competitiveness, policies, programs	MITT 31	341
hazardous, liquid, waste, disposal, management	MOE 23	234
health hazards, identify, assess	LABOUR 22	359
health, employees, consultation	LABOUR 22	359
health, safety, employees, promotion	LABOUR 21	357
industrial parks, development, consultation, publications	MITT 19	335
manufacturing, business, counselling	MITT 17	333
plants, closures, government responses, coordination	LABOUR 7	350
plants, location, assistance	MITT 19	335
pollution, control	MOE 33	237
telecommunications, analysis, assistance, economic growth	MCC 29	201
tourism, development, consulting, financial assistance	MTR 20	490
<i>see also manufacturing, business</i>		
<b>Industry and Agriculture Programs Section</b>	ENERGY 14	224
<b>Industry and Trade Expansion Division</b>	MITT 15	333
<b>Industry and Trade Policy Br</b>	MITT 31	341
<b>Information and Privacy Commissioner/Ontario</b>	LEGISLATIVE 18	38
<b>Information Centre</b>		
Min of Education	EDUC 2	207
Min of Labour	LABOUR 3	349
<b>Information Resources and Services Br</b>	HEALTH 17	284
<b>Information service</b>		
acidic precipitation	MOE 16	232
agriculture, programs, financial policies	AG & FOOD 8	41
assistance programs, welfare, family benefits, rehabilitation	COMSOC 16	135
communications, internal, external, women	WOMEN 5	534
disabled persons, programs, services	CABINET 2	4
education related matters, public inquiries	EDUC 2	207
family violence, wife assault	WOMEN 6	534
fire prevention, public safety	SOL GEN 19	461
government, Franco-Ontarians, Resignements Ontario	FRANC AFF 1	251
highway safety, data, research	MTO 48	510
immigrants, refugees, referral, multilingual	CITIZENSHIP 5	109
Legislative Building, visitors	LEGISLATIVE 8	34



		White Page
media relations, publications, exhibits, women .....	WOMEN 5	534
Min of the Environment .....	MOE 1	228
Native peoples .....	CITIZENSHIP 7	109
Ontario Government, Access Ontario .....	MGS 26	261
Ontario Government, Citizens' Inquiry Bureau .....	MGS 26	261
recreational boating, safety courses .....	MNR 28	396
service sector, directory .....	MITT 8	331
small business, start-up .....	MITT 10	331
tourism, database .....	MTR 14	487
Workers' Compensation issues .....	LABOUR 11	352
<b>Information Services Br</b>		
Access Databases and Directories .....	MGS 22	260
Government Mail Service .....	MGS 24	261
Inquiry Services .....	MGS 26	261
Legislative Assembly .....	LEGISLATIVE 7	34
Min of Government Services .....	MGS 21	260
Min of the Solicitor General .....	SOL GEN 29	465
Publications Services .....	MGS 27	262
Records Centre Services .....	MGS 23	261
Translation Service .....	MGS 25	261
<b>Information Systems and Applied Technology Division .....</b>	<b>COMSOC 48</b>	<b>145</b>
<b>Information Systems Development Br .....</b>	<b>REVENUE 16</b>	<b>441</b>
<b>Information Technology and Office Services Br .....</b>	<b>NDM 8</b>	<b>420</b>
<b>Information Technology and Systems Br</b>		
Min of Education .....	EDUC 23	216
Min of Labour .....	LABOUR 17	354
<b>Information Technology Division</b>		
Management Board of Cabinet .....	MBC 4	8
Min of Consumer and Commercial Relations .....	CCR 11	151
<b>Information Technology Services Br</b>		
Min of the Solicitor General .....	SOL GEN 11	455
Min of Tourism and Recreation .....	MTR 7	484
<b>inmates</b>		
correctional institutions, program development .....	CORRECTIONS 10	184
education, school credits .....	CORRECTIONS 25	188
food production, self-sufficiency .....	CORRECTIONS 18	186
former, counselling .....	CORRECTIONS 9	174
library services .....	CORRECTIONS 20	187
on-the-job training, correctional centres .....	CORRECTIONS 17	186
<b>Innovation Ontario Corporation .....</b>	<b>MITT 36</b>	<b>344</b>
<b>inquests</b>		
coroner, counsel .....	ATT GEN 6	60
coroners' .....	SOL GEN 22	462

<b>Inquiry Services</b> .....	MGS 26	261
<b>insecticides, detection, measurement</b> .....	AG & FOOD 27	52
<b>insects</b>		
control, farms, assistance .....	AG & FOOD 22	46
control, nurseries, orchards .....	AG & FOOD 20	45
forests, protection .....	MNR 12	386
identification .....	AG & FOOD 28	52
identification, Royal Ontario Museum .....	MCC 41	205
<b>Inspectorate Br, Ontario Police Commission</b> .....	SOL GEN 51	481
<b>Instant Lottery, administration</b> .....	MTR 23	493
<b>Institutional Operations Br</b> .....	HEALTH 25	287
<b>Institutional Products and Procurement Section</b> .....	MITT 14	333
<b>insurance</b>		
accidents, highways, government vehicles, claims versus Crown .....	MTO 4	497
companies, licences, regulates .....	MFI 6	248
companies, taxation .....	REVENUE 3	431
crops, information, advice .....	AG & FOOD 22	46
employees, Ontario Public Service .....	MBC 22	14
government, purchasing, advice .....	MGS 31	263
health, chronic care, payment exemption, decisions, appeals .....	COMSOC 36	140
health, enrolment, eligibility .....	HEALTH 39	294
health, family benefits .....	COMSOC 31	139
hospital, claims, inquiries .....	HEALTH 37	292
medical, claims, inquiries .....	HEALTH 37	292
natural, hazards, crops .....	AG & FOOD 6	41
Ontario Public Service employees, data, administration .....	MGS 15	258
premiums, malpractice, reimbursement .....	HEALTH 41	295
<b>Insurance Act, administration</b> .....	MFI 4	248
<b>Insurance and Risk Management Section</b> .....	MGS 31	263
<b>Insurance Division</b> .....	MFI 4	248
<b>Insurance Systems Br</b> .....	HEALTH 18	285
<b>Integrated Payroll, Personnel &amp; Employee Benefit System</b> .....	MGS 15	258
<b>Integrated Radio Services Program (IRSP)</b> .....	SOL GEN 53	481
<b>Intelligence Br, OPP</b> .....	SOL GEN 44	478
<i>intercultural, SEE multiculturalism</i>		
<b>Intergovernmental Finance Policy Br</b> .....	TREASURY 13	530
<b>Intergovernmental Policy Unit</b> .....	COMSOC 3	120

		White Page
Intergovernmental Relations & Strategic Projects Div .....	MOE 11	231
Intergovernmental Relations Office .....	MOE 15	232
intergovernmental relations, transportation, coordinate .....	MTO 2	496
<b>Internal Audit Br</b>		
Min of Consumer and Commercial Relations .....	CCR 9	150
Min of Education .....	EDUC 24	216
Min of Financial Institutions .....	CCR 9	150
Min of Labour .....	LABOUR 15	354
Min of the Solicitor General .....	SOL GEN 10	454
Min of Transportation .....	MTO 3	497
<b>Internal Audit Services Br</b>		
Min of Natural Resources .....	MNR 9	385
Min of Treasury and Economics .....	TREASURY 6	528
<b>international</b>		
activities, advice, conferences, agreements, coordination .....	MIA 6	347
exchanges, cultural, educational .....	EDUC 4	208
market, agricultural and food products .....	AG & FOOD 16	44
Ontario's expertise, projects, marketing .....	MITT 29	340
strategies, Deputy Ministers' Committee .....	MIA 6	347
trade, policies .....	TREASURY 16	531
<b>International Marketing Intern Program</b> .....	MITT 16	333
<b>International Relations Branch</b> .....	MIA 6	347
<b>International Student Exchange</b> .....	EDUC 4	208
<b>International Year of Shelter for Homeless Secretariat</b> .....	HOUSING 2	304
<b>internship program</b>		
Ontario Public Service, employment, graduates, university, college .....	MBC 15	11
<b>interpretation services, simultaneous, French, English</b> .....	LEGISLATIVE 8	34
<b>interprovincial</b>		
exchanges, cultural, educational .....	EDUC 4	208
relations, participation .....	MIA 4	346
<b>intestate</b>		
estates, administration .....	ATT GEN 11	62
probation of letters of administration .....	ATT GEN 32	69
<b>Investigation Enforcement Section</b> .....	CCR 18	154
<b>Investigations and Enforcement Br</b> .....	MOE 43	242
<b>Investigative Unit</b> .....	AG & FOOD 17	45
<b>investment</b>		
advisers, registration .....	MFI 9	249



	White Page
analysis, policy, research .....	TREASURY 12 530
business, small .....	REVENUE 4 431
cash resources, management, province .....	TREASURY 12 530
energy, government, ventures .....	ENERGY 18 226
government, surplus funds .....	TREASURY 8 528
Ontario, marketing .....	MITT 18 335
provincial, custodian of .....	TREASURY 9 529
public, transfer requirements, information .....	TREASURY 9 529
tourism, potential, identification, counselling .....	MTR 13 486
tourism, technical, business, counselling .....	MTR 13 486
<b>Investment and Regional Operations Br</b>	
Business Immigration Section .....	MITT 20 335
Min of Industry, Trade and Technology .....	MITT 17 333
Plant Location and Municipal Liaison Section .....	MITT 19 335
<b>Investment Br</b>	
Investment Services Section .....	MITT 18 335
<b>Investment Policy and Operations Research Section</b> .....	TREASURY 12 530
<b>Investment Services Section</b> .....	MITT 18 335
<b>Investments Contracts Act, administration</b> .....	MFI 4 248
<b>Involvement in Municipal Administration (IMA)</b>	
subsidies, municipalities, students, employment .....	MUN AFF 13 372
<b>IPPEBS</b>	
Integrated Payroll, Personnel & Employee Benefits System .....	MGS 15 258
<b>IRSP (Integrated Radio Services Program)</b> .....	SOL GEN 53 481
<b>itinerant sellers</b>	
bonding, registration .....	CCR 12 151
unfair practices, cease and desist orders, appeals .....	CCR 36 167
<b>IWA (Indian Welfare Agreement)</b> .....	COMSOC 3 120
<i>jails, SEE correctional institu</i>	
<b>JEPP (Joint Emergency Preparedness Program)</b> .....	SOL GEN 12 455
<b>job mart</b> .....	MBC 23 14
<i>job training, SEE vocational, training</i>	
<b>jobs</b>	
creation programs, farms .....	AG & FOOD 34 54
placement, workers, rehabilitated .....	LABOUR 31 365
students, summer, on farms .....	AG & FOOD 34 54
termination, employment standards .....	LABOUR 9 350
<i>see also employment</i>	

		White Page
<b>John Charles Polanyi Prizes</b> .....	MCU 8	116
<b>Joint Emergency Preparedness Program (JEPP)</b> .....	SOL GEN 12	455
<i>journals, SEE periodicals</i>		
<b>judicial inquiries</b>		
appointment, definition .....	ATT GEN 46	103
logistics, administrative support .....	ATT GEN 15	63
<b>judicial review, applications, examination</b> .....	ATT GEN 8	61
<b>Junior Agriculturalist Program</b> .....	AG & FOOD 34	54
<b>Junior Farmer Loan Corporation</b> .....	AG & FOOD 8	41
<b>Junior Farmers' Association of Ontario</b> .....	AG & FOOD 34	54
<b>junior rangers, employment</b> .....	MNR 6	384
<b>jury</b>		
duty, lists, preparation .....	REVENUE 14	437
duty, summons .....	ATT GEN 31	69
trial by, High Court of Justice .....	ATT GEN 27	67
trials, County and Supreme Courts .....	ATT GEN 31	69
<b>kickboxers, licences</b> .....	CCR 21	156
<b>laboratories</b>		
agricultural, technology .....	AG & FOOD 35	54
analysis, butterfat, protein, lactose .....	AG & FOOD 18	45
animals, feed analysis, advisory service .....	AG & FOOD 24	51
chemical analysis, pesticide residues, pollutants .....	AG & FOOD 27	52
construction materials, testing .....	MTO 21	502
documentation restoration .....	MCC 25	200
pollution control, environmental assessments, analytical support .....	MOE 22	234
research, vehicles, fuels, testing .....	MTO 43	509
<b>Laboratory Review Board, appeals</b> .....	HEALTH 48	297
<b>Laboratory Services Br</b>		
Min of Health .....	HEALTH 14	280
Min of the Environment .....	MOE 22	234
<b>labour</b>		
disputes, arbitration .....	LABOUR 26	363
economic policy, options .....	TREASURY 18	531
employment standards .....	LABOUR 9	350
practices, unfair, investigation .....	LABOUR 29	364
<b>Labour Market Research Group</b> .....	SKILLS 3	446
<b>labour relations</b>		
government, policy determination, coordination .....	MBC 8	9
harmonious, promotion .....	LABOUR 25	362

Tribunal, Ontario Public Service .....	LABOUR 30	364
<i>see also strikes, unions</i>		

**Labour Relations Act**

administration .....	LABOUR 29	364
arbitrators, appointment .....	LABOUR 26	363

<b>LACACs (Local Architectural Conservation Advisory Comm)</b> .....	MCC 22	198
--	--------	-----

**lakes**

environmental research surveys .....	MOE 33	237
planning, cottages .....	MNR 17	391
water, quality, studies .....	MOE 28	236
<i>see also water—resources</i>		

<b>Lakes and Rivers Improvement Act</b> .....	MNR 15	387
---	--------	-----

**land**

acquisition, government, policies, procedures .....	MTO 19	502
agricultural, interests, non-residents, registration .....	AG & FOOD 9	42
aquisition, data bank, statistics .....	MNR 17	391
claims, Native peoples, responses .....	MNR 21	393
conditions, monitoring, analysis .....	MOE 33	237
crown, leases, patents, licences of occupation, issuance .....	MNR 20	392
deeds, titles, plans, descriptions, encumbrances, registration .....	CCR 30	160
development, municipal services, construction, contracts .....	MGS 42	269
drainage, wastewater, management .....	MOE 32	237
expropriation, compensation .....	ATT GEN 21	65
external, consulting, contracting, services .....	MGS 34	265
government, acquisition, sale, lease, legal services .....	MGS 8	256
government, planning, development .....	MGS 34	265
information, publications, public, government .....	MNR 3	383
mining, patented, forfeiture process .....	MNR 20	392
municipal, improvement, commercial districts .....	MUN AFF 22	377
patents, records, searches .....	MGS 32	263
private, forests, management, stock distribution .....	MNR 12	386
private, purchase, Min of Natural Resources .....	MNR 17	391
provincial, marketing, sales, .....	MGS 35	265
public, management, disposal, recreational use .....	MNR 17	391
public, unorganized territories, public garbage disposal .....	MNR 17	391
real property, taxation assessment .....	REVENUE 14	437
regional, appraisals, review .....	MTO 19	502
registration records, public search (Land Registry Offices) .....	CCR 30	160
severance, applications, review, approval .....	MUN AFF 24	377
taxation, rolls, maintenance .....	MNR 20	392
transfer, taxation .....	REVENUE 4	431
unorganized territories, public garbage disposal, development control .....	MNR 17	391
unorganized territories, taxation assessment .....	REVENUE 14	437
<i>see also real property; crown lands</i>		



	White Page
Land Aquisition Program, private land, purchase .....	MNR 17 391
Land Development Br .....	MGS 34 265
Land Management Br	
Access Roads Section .....	MNR 16 390
Aggregate Resources Section .....	MNR 19 392
Fuel Minerals Section .....	MNR 18 391
Min of Government Services .....	MGS 36 265
Public Lands Section .....	MNR 17 391
Titles Section .....	MNR 20 392
Land Marketing Br .....	MGS 35 265
Land Registration Reform Act, enquiries, interpretation .....	CCR 31 165
Land Registry Offices .....	CCR 30 160
Land Speculation Tax Act, (repealed), administration .....	REVENUE 4 431
Land Stewardship Program, administration .....	AG & FOOD 30 53
Land Titles Act, enquiries, interpretation .....	CCR 31 165
Land Transfer Tax Act	
administration .....	REVENUE 4 431
appeals .....	REVENUE 8 434
land use planning	
agricultural .....	AG & FOOD 9 42
agricultural, soils classification .....	AG & FOOD 31 53
air quality .....	MOE 20 233
basis for, geology, minerals, resources, information .....	NDM 16 426
coordination, government ministries .....	MNR 1 382
policies, guidelines, advice .....	MOE 36 240
policies, municipalities, advisory publications .....	MUN AFF 25 378
studies, municipalities, financial assistance .....	MUN AFF 19 375
<i>see also environmental assessments</i>	
<i>land, public, SEE crown lands</i>	
landfills, guidelines, design, sites, operation .....	MOE 26 235
Landlord and Tenant Act, jurisdiction .....	ATT GEN 31 69
landlord and tenant, information, advice .....	HOUSING 13 308
landlords	
loans, low-rise, rental, improvements .....	HOUSING 22 314
rental housing, training programs .....	HOUSING 19 312
LANDSAT satellite imagery .....	MNR 25 395
language	
disputes, education, resolution .....	EDUC 27 217
learning disorders, schools, children .....	EDUC 13 212

training, resource material .....	MCC 6	192
<i>see also French; English as a Second Language</i>		
<i>language training, SEE English as a Second, French</i>		
<b>Languages of Instruction Commission of Ontario</b> .....	EDUC 27	217
<b>Law Enforcement Office</b> .....	MNR 26	395
<b>Law Society of Upper Canada</b>		
Bar Admission Course .....	MCU 9	117
Ontario Legal Aid Plan .....	ATT GEN 43	102
<b>law, family</b> .....	ATT GEN 40	72
<b>lawyers</b>		
advice to, justice, administration .....	ATT GEN 6	60
fees, assessment, review .....	ATT GEN 28	68
financial assistance to obtain services of .....	ATT GEN 43	102
provision of, government .....	ATT GEN 9	61
<i>layoffs, SEE employment</i>		
<b>LCBO (Liquor Control Board of Ontario)</b> .....	CCR 37	168
<b>leadership</b>		
coaches, training courses .....	MTR 10	485
community, organizational, development, consulting, grants ..	CITIZENSHIP 4	108
Native peoples, training, grants .....	CITIZENSHIP 7	109
recreation, development, consulting, regional, communities ..	MTR 20	490
students, centre for .....	EDUC 4	208
training, 4-H Program .....	AG & FOOD 34	54
training, Ontario Camp Leadership Centre .....	MTR 11	486
<b>learning disabilities, children, schools</b> .....	EDUC 13	212
<b>Learning Programs</b>		
Centre for Early Childhood and Elementary Education .....	EDUC 10	211
Centre for Secondary and Adult Education .....	EDUC 11	211
Computers in Education Centre .....	EDUC 17	214
Independent Learning Centre (ILC) .....	EDUC 18	214
Professional Development Br .....	EDUC 19	215
Special Education and Provincial Schools Br .....	EDUC 12	211
<b>Learning Services</b>		
Program Implementation and Review Br .....	EDUC 6	209
Regional Offices .....	EDUC 8	209
School Board Services Unit .....	EDUC 9	210
School Business and Finance Br .....	EDUC 7	209
<b>leases</b>		
mining, crown lands .....	NDM 14	425

		White Page
<b>Leasing Services Br</b> .....	MGS 40	267
<b>legal aid</b> .....	ATT GEN 43	102
<b>Legal Services Br</b>		
Min of Agriculture and Food (Legal Br) .....	AG & FOOD 5	41
Min of Citizenship .....	MCC 4	191
Min of Community and Social Services .....	COMSOC 2	120
Min of Consumer and Commercial Relations (Legal Services) .....	CCR 1	148
Min of Correctional Services .....	CORRECTIONS 2	171
Min of Culture and Communications .....	MCC 4	191
Min of Education (Legislation Br) .....	EDUC 3	208
Min of Energy .....	ENERGY 2	221
Min of Government Services .....	MGS 8	256
Min of Health (Legal Br) .....	HEALTH 1	271
Min of Housing (Legal Br) .....	HOUSING 6	306
Min of Industry, Trade and Technology .....	MITT 4	330
Min of Labour .....	LABOUR 2	348
Min of Municipal Affairs (Legal Br) .....	MUN AFF 5	370
Min of Natural Resources .....	MNR 4	383
Min of Northern Development and Mines (Legal Services) .....	NDM 2	418
Min of Revenue .....	REVENUE 2	430
Min of Skills Development (Legal Services) .....	SKILLS 1	445
Min of the Attorney General .....	ATT GEN 9	61
Min of the Environment .....	MOE 2	228
Min of the Solicitor General (Legal Br) .....	SOL GEN 2	452
Min of Transportation (Office of Legal Services) .....	MTO 4	497
Min of Treasury and Economics (Office of Legal Services) .....	TREASURY 1	526
<b>legislation</b>		
Acts administered by Min of Agriculture and Food .....	AG & FOOD 43	57
Acts administered by Min of Citizenship .....	CITIZENSHIP 11	113
Acts administered by Min of Colleges & Universities .....	MCU 12	117
Acts administered by Min of Community and Social Services .....	COMSOC 52	146
Acts administered by Min of Consumer and Commercial Relations .....	CCR 39	168
Acts administered by Min of Correctional Services .....	CORRECTIONS 27	189
Acts administered by Min of Culture and Communications .....	MCC 44	206
Acts administered by Min of Education .....	EDUC 31	218
Acts administered by Min of Energy .....	ENERGY 20	227
Acts administered by Min of Financial Institutions .....	MFI 11	250
Acts administered by Min of Government Services .....	MGS 44	270
Acts administered by Min of Health .....	HEALTH 58	302
Acts administered by Min of Housing .....	HOUSING 42	328
Acts administered by Min of Industry, Trade and Technology .....	MITT 37	344
Acts administered by Min of Intergovernmental Affairs .....	MIA 7	347
Acts administered by Min of Labour .....	LABOUR 33	368
Acts administered by Min of Municipal Affairs .....	MUN AFF 26	378
Acts administered by Min of Natural Resources .....	MNR 40	416
Acts administered by Min of Northern Development and Mines .....	NDM 19	429



Acts administered by Min of Revenue .....	REVENUE 25	444
Acts administered by Min of Skills Development .....	SKILLS 10	451
Acts administered by Min of the Attorney General .....	ATT GEN 48	104
Acts administered by Min of the Environment .....	MOE 54	246
Acts administered by Min of the Solicitor General .....	SOL GEN 55	482
Acts administered by Min of Tourism and Recreation .....	MTR 29	495
Acts administered by Min of Transportation .....	MTO 69	525
Acts administered by Min of Treasury and Economics .....	TREASURY 22	532
Acts administered by Min Responsible for Francophone Affairs	FRANC AFF 3	252
Acts administered by the Legislative Assembly .....	LEGISLATIVE 19	38
Acts administered by the Management Board of Cabinet .....	MBC 27	15
Acts administered by the Premier's Office .....	CABINET 6	6
bills, progress, advice .....	ATT GEN 4	60
consultation to Government .....	ATT GEN 3	60
deliberation, caucus .....	LEGISLATIVE 13	36
disabled, employment, consulting .....	LABOUR 6	349
drafting .....	ATT GEN 3	60
Freedom of Information .....	HEALTH 47	297
government, impact .....	MITT 11	332
individual copies, purchase .....	MGS 27	262
inquiries, acts administered by Min of the Attorney General .....	ATT GEN 8	61
interpretation for government .....	ATT GEN 8	61
printing, contracts .....	MGS 19	259
proposals, consideration .....	LEGISLATIVE 1	16
status, inquiries .....	LEGISLATIVE 5	33
<i>see also the Legal Services Br of each ministry</i>		

<b>Legislation Br</b> .....	EDUC 3	208
-----------------------------	--------	-----

**Legislative**

Building, tours .....	LEGISLATIVE 8	34
property management .....	MGS 40	267
television, ONT. PARL .....	LEGISLATIVE 7	34

<b>Legislative Assembly</b> .....	LEGISLATIVE 1	16
-----------------------------------	---------------	----

<b>Legislative Counsel Services</b> .....	ATT GEN 3	60
---	-----------	----

<b>Legislative Library</b> .....	LEGISLATIVE 10	35
----------------------------------	----------------	----

**Legislature**

Hansard, report, publication .....	LEGISLATIVE 9	34
historical information .....	LEGISLATIVE 12	35
parliamentary procedure, advice .....	LEGISLATIVE 3	32
sessions, sittings, schedule .....	LEGISLATIVE 2	32

**leisure**

resource material .....	MCC 6	192
<i>see also recreation, community centres</i>		

*letters patent, SEE corporations*

		White Page
librarianship, resources material .....	MCC 6	192
<b>Libraries and Community Information Br</b>		
Community Information Services Unit .....	MCC 20	197
Ontario Library Service Unit .....	MCC 18	197
Public Libraries Unit .....	MCC 17	196
Technical Development Unit .....	MCC 19	197
<b>libraries, government</b>		
Centre of Forensic Sciences .....	SOL GEN 13	455
Crane Memorial Library .....	CABINET 4	5
Information Services Br, OPP .....	SOL GEN 29	465
Legislative Library .....	LEGISLATIVE 10	35
Min of Agriculture and Food .....	AG & FOOD 11	42
Min of Community and Social Services .....	COMSOC 42	143
Min of Consumer and Commercial Relations .....	CCR 6	149
Min of Consumer and Commercial Relations, Technical Standards Div .....	CCR 23	157
Min of Correctional Services, inmates library service .....	CORRECTIONS 20	187
Min of Energy .....	ENERGY 3	221
Min of Health .....	HEALTH 46	297
Min of Labour .....	LABOUR 12	353
Min of Municipal Affairs (Niagara Escarpment Commission) .....	MUN AFF 1	369
Min of Natural Resources .....	MNR 27	395
Min of Revenue .....	REVENUE 21	442
Min of Transportation .....	MTO 15	500
Min of Treasury and Economics .....	TREASURY 3	527
Provincial Police Academy .....	SOL GEN 27	464
TVOntario .....	MCC 34	202
<b>libraries, public</b>		
Addiction Research Foundation .....	HEALTH 52	300
art, reference .....	MCC 30	201
botany, ornamental, horticulture .....	MCC 40	204
establishment, management, consultation to municipalities .....	MCC 17	196
grants, applications, field offices .....	MCC 10	193
grants, financial assistance, service provision .....	MCC 17	196
Historic site, Old Fort William .....	MTR 18	489
historical, legal, research .....	MCC 25	200
Min of Citizenship .....	MCC 6	192
Min of Culture & Communications (Library/Resource Centre) .....	MCC 6	192
Min of Education .....	EDUC 2	207
Min of Housing .....	HOUSING 10	307
Min of Municipal Affairs .....	HOUSING 10	307
Min of the Environment .....	MOE 8	230
Min of Tourism and Recreation .....	MCC 6	192
network service provision, coordination .....	MCC 19	197
Niagara Escarpment Commission .....	MUN AFF 1	369
Northern Ontario .....	NDM 8	420
Ontario Agricultural Museum .....	AG & FOOD 33	54
Ontario Centre for Remote Sensing .....	MNR 25	395

		White Page
Ontario Geological Survey .....	NDM 16	426
Ontario Highway Transport Board (tariffs) .....	MTO 66	524
plan of surveys, field notes, crown surveys .....	MNR 34	394
research, statistics, historical information .....	MCC 17	196
Sainte-Marie, historic site .....	MTR 16	489
service provision, policy coordination .....	MCC 17	196
specialized, Royal Ontario Museum .....	MCC 41	205
Library and Information Services .....	LABOUR 12	353
Library Services .....	TREASURY 3	527
Library Services Unit .....	CORRECTIONS 20	187
Licence Suspension Appeal Board .....	MTO 68	524
licences		
ambulance services .....	HEALTH 32	290
animals, dead, disposal .....	AG & FOOD 21	46
apple packers .....	AG & FOOD 20	45
apple processors .....	AG & FOOD 14	44
archaeological, advice on issuing .....	MCC 36	203
archaeological, refusal, appeals .....	MCC 32	202
artificial insemination, livestock .....	AG & FOOD 24	51
auctioneers, livestock .....	AG & FOOD 21	46
boat, regulations .....	MNR 28	396
boxers, kickboxers, boxing officials .....	CCR 21	156
bus-for-hire services .....	MTO 66	524
buses, public, charter, issuance .....	MTO 50	511
compression plants, operators, operating engineers .....	CCR 24	157
construction hoists, dumb waiters, elevating devices .....	CCR 25	157
corporations, extra-provincial, applications, processing, cancellation .....	CCR 34	166
crown lands, occupation, issuance .....	MNR 20	392
dairy products, graders, testers, producers .....	AG & FOOD 18	45
day care centres, nursery schools, private home day care .....	COMSOC 37	141
drilling, rigs, operation .....	MNR 37	415
drivers, issuance, field offices .....	MTO 60	515
drivers, suspension, appeals .....	MTO 68	524
drivers, suspension, fines, payment .....	ATT GEN 36	71
drivers, tissues, organs, donation .....	SOL GEN 22	462
edible oil manufacturers .....	AG & FOOD 18	45
employment agencies .....	LABOUR 9	350
escalators, go-karts, lifts for the disabled, moving walks .....	CCR 25	157
exploration, surveys .....	MNR 37	415
farm products processors .....	AG & FOOD 14	44
fee, Ontario Cattlemen's Association .....	AG & FOOD 21	46
film and videotape equipment, operators .....	CCR 19	155
film distributors, film exchanges .....	CCR 19	155
firearms business (sale, manufacture) .....	SOL GEN 47	479



fishing, information	MNR 29	396
fishing, revenue, collection	MNR 8	384
freight forwarders	MTO 50	511
fruit (tender), processors	AG & FOOD 14	44
fruit dealers	AG & FOOD 20	45
fur farmers	AG & FOOD 25	51
gasoline service stations	CCR 26	158
grain elevator storage operators	AG & FOOD 20	45
grape processors	AG & FOOD 14	44
health care, appeals	HEALTH 48	297
Homes for Special Care	HEALTH 36	292
horse riding establishments	AG & FOOD 24	51
hospital, medical, associations, prepaid	MFI 6	248
hunting, fishing, to purchase	MNR 3	383
hunting, lost, verification	MNR 32	402
hunting, revenue, collection	MNR 8	384
insurance companies	MFI 6	248
laboratories, medical	HEALTH 14	280
laboratory animals, suppliers	AG & FOOD 24	51
lightning rods, installers	SOL GEN 15	456
liquor, consumption (special occasion permits)	CCR 38	168
liquor, decisions, appeals	CCR 36	167
liquor, sale	CCR 38	168
livestock auctioneers, dealers, sales	AG & FOOD 21	46
livestock medicines, suppliers	AG & FOOD 24	51
loan companies, trust companies, mortgage brokers	MFI 3	247
lotteries, games of chance, operators	CCR 20	156
margarine manufacturers	AG & FOOD 18	45
mills, forest industries	MNR 14	387
mining, renewals	MNR 39	416
motor vehicles, inspection stations, appeals	MTO 68	524
motor vehicles, public, public commercial, issuance	MTO 50	511
motor vehicles, suspension, appeals	MTO 68	524
mutual benefits, fraternal societies	MFI 6	248
natural gas, distribution companies	CCR 26	158
nurseries (horticultural)	AG & FOOD 20	45
nursing homes	HEALTH 27	287
oil distribution companies	CCR 26	158
oil, natural gas, rights, leasing	MNR 37	415
pesticides, control	MOE 33	237
pesticides, sale, use, exterminators	MOE 39	241
platform lifts, ski lifts, water slides	CCR 25	157
potato processors	AG & FOOD 14	44
private investigators, agencies	SOL GEN 48	480
propane facilities	CCR 26	158
provincial (retail) sales tax	REVENUE 5	432
racetrack operators, horse racing participants	CCR 28	159
refrigeration plants, operators, operating engineers	CCR 24	157
renewals, change of address	MTO 55	512

security guards, agencies .....	SOL GEN 48	480
seedcorn dealers .....	AG & FOOD 14	44
septic tanks, waste haulers .....	MOE 38	241
slaughtering plants .....	AG & FOOD 21	46
specimen collection centres .....	HEALTH 14	280
steam plants, operators, operating engineers .....	CCR 24	157
stock yards, sales agencies .....	AG & FOOD 40	57
storage, controlled-atmosphere, operators .....	AG & FOOD 20	45
suspension, fines, non-payment .....	ATT GEN 37	71
theatres .....	CCR 19	155
tile drainage systems, installers, farm land .....	AG & FOOD 29	52
timber, harvesting, scaling .....	MNR 14	387
tourist accomodation establishments .....	MTR 20	490
trappers .....	MNR 32	402
truck-for-hire services .....	MTO 66	524
trucks, tractors, intermunicipal .....	MTO 50	511
turkey processors .....	AG & FOOD 14	44
vegetable dealers .....	AG & FOOD 20	45
vegetable processors .....	AG & FOOD 14	44
vendor permits .....	REVENUE 5	432
video retailers .....	CCR 19	155
videotape projectors, operation .....	CCR 19	155
welders .....	CCR 24	157
wrestlers, wrestling officials .....	CCR 21	156
<i>see also certification; permits; registration</i>		

**Licensing and Control Br**

licensing, registration, conviction records, information to public .....	MTO 55	512
Reciprocity and Prorate Office .....	MTO 56	512

**liens**

inquiries, personal property .....	CCR 32	165
insurance claims, capital projects .....	MOE 41	242
mines, inactive, hazards .....	MNR 20	392
personal property, real property, registration, offices .....	CCR 30	160

**Lieutenant Governor's Board of Review**

warrant, case review .....	HEALTH 48	297
----------------------------	-----------	-----

lifts .....	CCR 25	157
-------------	--------	-----

lightning rods, installers, licensing, inspection .....	SOL GEN 15	456
---	------------	-----

Limnology Section .....	MOE 28	236
-------------------------	--------	-----

**liquor**

distribution, sale .....	CCR 37	168
licensed establishments, premises, inspection .....	CCR 38	168
licensing, sale, consumption, advertising .....	CCR 38	168

	White Page
Ontario Photo Cards, applications . . . . .	CCR 38 168
<i>see also alcohol; wine</i>	
Liquor Control Board of Ontario (LCBO) . . . . .	CCR 37 168
Liquor Licence Act, offences, prosecution . . . . .	ATT GEN 6 66
Liquor Licence Board of Ontario (LLBO) . . . . .	CCR 38 168
<b>literacy</b>	
training, programs, grants . . . . .	SKILLS 7 447
literature appreciation, CJRT-FM . . . . .	MCC 31 202
<b>litigation</b>	
civil, provision of legal services to government . . . . .	ATT GEN 8 61
constitutional, advice . . . . .	ATT GEN 12 62
<b>livestock</b>	
advisory services . . . . .	AG & FOOD 24 51
artificial insemination, licences . . . . .	AG & FOOD 24 51
auctioneers, licences . . . . .	AG & FOOD 21 46
dealers, licensing . . . . .	AG & FOOD 21 46
diseases, consultation to owners, veterinarians . . . . .	AG & FOOD 24 51
diseases, testing, information . . . . .	AG & FOOD 25 51
grades . . . . .	AG & FOOD 21 46
improvement programs, Record of Performance . . . . .	AG & FOOD 24 51
management, assistance . . . . .	AG & FOOD 22 46
medicines suppliers, licences . . . . .	AG & FOOD 24 51
production, education, research . . . . .	AG & FOOD 35 54
sales, licences, inspection . . . . .	AG & FOOD 21 46
sales, licences, stock yards . . . . .	AG & FOOD 40 57
slaughtering, inspection . . . . .	AG & FOOD 21 46
suppliers, licences . . . . .	AG & FOOD 24 51
weighing facilities . . . . .	AG & FOOD 40 57
<i>see also animals</i>	
Livestock and Livestock Products Act, administration . . . . .	AG & FOOD 21 46
Livestock Community Sales Act, administration . . . . .	AG & FOOD 21 46
Livestock Improvement Program for Northern Ontario . . . . .	AG & FOOD 8 41
Livestock Inspection Br . . . . .	AG & FOOD 21 46
LLBO (Liquor Licence Board of Ontario) . . . . .	CCR 38 168
Loan and Trust Corporations Act, administration . . . . .	MFI 3 247
Loan and Trust Corporations Br . . . . .	MFI 3 247
<b>loans</b>	
assistance, low income owners, home repairs . . . . .	HOUSING 34 325
book publishing . . . . .	MCC 12 195
companies, licences, regulation . . . . .	MFI 3 247



consumer complaints, finance charges, mediation .....	CCR 18	154
conversion, non-residential buildings .....	HOUSING 33	325
entrepreneurs, students, graduates .....	SKILLS 9	451
forgivable, landlords, apartment, upgrading, low-rise .....	HOUSING 22	314
guarantees, film production companies .....	MCC 35	203
guarantees, land, non-profit housing .....	HOUSING 32	323
housing units, disabled persons .....	HOUSING 33	325
housing units, production, hostels, single persons .....	HOUSING 33	325
industry (Ontario Development Corporations) .....	MITT 35	342
interest-free, housing modification, increase accessibility .....	HOUSING 35	326
interest-free, moderate-cost rental housing, conversions .....	HOUSING 33	325
interest-free, non-profit housing, projects, development .....	HOUSING 32	323
registration, security agreement .....	CCR 32	165
rental housing units, single-family homes .....	HOUSING 33	325
shoreline property owners, erosion, storm damage, prevention ...	MUN AFF 13	372
students, colleges, universities .....	MCU 8	116
<i>see also financial assistance</i>		
Local Architectural Conservation Advisory Committees .....	MCC 22	198
Local Government Organization Br .....	MUN AFF 11	372
Local Heritage Plaque Assistance Program .....	MCC 22	198
Local Registrar's Office, Supreme Court of Ontario .....	ATT GEN 29	68
Local Roads Boards Act, administration .....	MTO 40	508
Local Services Boards		
establishment, financial assistance .....	NDM 9	420
lockouts		
illegal, declarations, administration .....	LABOUR 29	364
prevention, conciliation, mediation, disruption, minimization ...	LABOUR 25	362
<i>logs, SEE timber</i>		
Lottario, lottery, administration .....	MTR 23	493
lotteries		
administration, winning numbers information .....	MTR 23	493
funds, recreation, programs, grants .....	MTR 20	490
operators, licences, supervision .....	CCR 20	156
proceeds, grants, projects, social service organizations .....	MTR 28	495
<i>see also Provincial Lottery, Wintario, Lottario, Super Lotto</i>		
Lotteries Section .....	CCR 20	156
Lotto 6/49, lottery, administration .....	MTR 23	493
Low-Rise Rehabilitation Program .....	HOUSING 22	314
<i>lumber, SEE timber</i>		

		White Page
machinists, certification, voluntary .....	SKILLS 8	448
Macroeconomic Policy Group .....	TREASURY 16	531
magazines, <i>SEE periodicals</i>		
mail service		
government, contractual, emergency, electronic .....	MGS 24	261
<i>see also the Administrative Services Br of each Ministry</i>		
Maintenance Br .....	MTO 9	498
Maintenance Inquiry Board .....	HOUSING 31	323
Maintenance Office .....	MTO 62	523
Malpractice Insurance Premium Reimbursement .....	HEALTH 41	295
Management Audit Br .....	MOE 9	230
Management Board of Cabinet .....	MBC 1	7
Management Board Secretariat .....	MBC 2	7
Management by Results (MBR) .....	EDUC 5	208
Management Controls Review Function .....	MGS 3	254
Management Information Systems Br		
Min of Correctional Services .....	CORRECTIONS 6	173
Management Pay and Classification Br .....	MBC 20	13
Management Planning and Analysis .....	MNR 5	383
Management Policy Division .....	MBC 5	8
Management Services Br		
Min of Housing .....	HOUSING 4	305
Min of Industry, Trade and Technology .....	MITT 28	340
Min of Municipal Affairs .....	HOUSING 4	305
Min of Tourism and Recreation .....	MITT 28	340
Min of Treasury and Economics .....	TREASURY 4	527
Management Systems and Services Br		
Library/Resource Centre .....	MCC 6	192
Min of Citizenship .....	MCC 5	191
Min of Culture and Communications .....	MCC 5	191
Management Systems Br		
Min of Agriculture and Food .....	AG & FOOD 10	42
Min of Health .....	HEALTH 18	285
<i>management systems, SEE Systems Development</i>		

**MANOR**

Multipurpose Analysis for Network Observations and Reductions .....	MNR 24	394
--	--------	-----

**manpower**

health, professional, research, policy .....	HEALTH 19	285
<i>see also personnel</i>		

**manuals**

coordination, production, distribution .....	MTO 15	500
tourism, ski resorts, camps, marinas, operation .....	MTR 13	486

**manufacturing**

business opportunities, identification, assistance .....	MITT 13	332
industry, assistance, Ontario Development Corporations .....	MITT 35	342
products, technology, introduction, financial assistance .....	MITT 35	342
secondary, business, counselling .....	MITT 17	333
<i>see also industry</i>		

**manuscripts**

historical archives .....	MCC 25	200
historical, research, publication, grants .....	MCC 36	203

maple sugar, St. Lawrence Parks Commission .....	MTR 27	495
--	--------	-----

**maple syrup**

inspection, grading, production, marketing .....	AG & FOOD 20	45
production, advice, field days .....	MNR 12	386
production, research .....	AG & FOOD 35	54

**maps**

cartographic services .....	MNR 23	393
cartographic, available to public .....	MTO 25	503
coordination, production, distribution .....	MTO 15	500
electoral district, geological .....	MNR 23	393
Forest Resources Inventory .....	MNR 3	383
geological, aeromagnetic .....	NDM 16	426
historical .....	MCC 25	200
parks, hunting, fishing .....	MNR 23	393
petroleum, wells, locations, status .....	MNR 37	415
property, computer-generated .....	CCR 30	160
road, tourist, distribution .....	MTR 15	487
soil, consumer requests .....	AG & FOOD 1	39
topographical, Ontario Basic Mapping .....	MNR 3	383

margarine, manufacturers, licensing, inspection .....	AG & FOOD 18	45
---	--------------	----

**marinas**

operation, St. Lawrence Parks Commission .....	MTR 27	495
--	--------	-----

marinas, Ontario Place .....	MTR 24	494
------------------------------	--------	-----

Marine Insurance Act, administration .....	MFI 4	248
--	-------	-----



		White Page
Marine Office .....	MTO 34	506
Market Development Br. ....	AG & FOOD 16	44
Market Development Section .....	MITT 12	332
Market Entry Industry Assistance Program, grants .....	ENERGY 14	224
Marketing and Corporate Information Services .....	MBC 11	10
Marketing Assistance Program for Pork, grants, loan .....	AG & FOOD 15	44
Marriage Act, inquiries, interpretation .....	CCR 31	165
Marriage Office .....	CCR 35	167
marriages		
certificates, registration, persons authorized to perform .....	CCR 35	167
civil, appointments. ....	ATT GEN 35	70
registration, statistics .....	CCR 35	167
Masters' Office, Supreme Court of Ontario .....	ATT GEN 28	68
Materials Research Office .....	MTO 28	504
maternity leave, entitlement, Employment Standards Act .....	LABOUR 9	350
<i>mattresses, SEE upholstered and stuff</i>		
mausolea, supervision .....	CCR 17	153
MBR (Management by Results) .....	EDUC 5	208
McLaughlin Planetarium, Royal Ontario Museum .....	MCC 41	205
McMichael Canadian Collection		
Min of Culture and Communications Agency .....	MCC 43	205
travelling exhibits .....	MCC 13	195
meals-on-wheels, home care program .....	HEALTH 5	272
meat industry		
investigation, collection and processing of dead farm animals ..	AG & FOOD 17	45
Meat Inspection Act, administration .....	AG & FOOD 21	46
meat inspection, slaughtering, plants .....	AG & FOOD 21	46
Meat Inspection Act, administration .....	AG & FOOD 21	46
MEDA (Municipal Economic Development Agency Program) .....	NDM 10	423
Media Studio .....	MGS 1	253
medical		
associations, prepaid, licences, regulates .....	MFI 6	248
consultation service, industry .....	LABOUR 22	359
equipment, supplies, prescribed, partial payment, youth .....	HEALTH 31	289
institutions, statistics .....	HEALTH 17	284
insurance, claims, inquiries .....	HEALTH 37	292

laboratories, licences, inspection .....	HEALTH 14	280
personnel, studies, cancer, grants, awards .....	HEALTH 54	300
policy, OHIP, establishment .....	HEALTH 43	295
services, claims, complaints, adjudication, monitoring .....	HEALTH 43	295
services, costs, workers, financial assistance .....	LABOUR 31	365
specialists, financial incentives, Northern Ontario .....	HEALTH 21	286
supplies, equipment, home care program .....	HEALTH 5	272
<i>see also health</i>		
<b>Medical Services</b> .....	CORRECTIONS 12	185
<b>medicines</b>		
livestock, suppliers, licences .....	AG & FOOD 24	51
<i>see also drugs, pharmaceuticals</i>		
<b>Members of Provincial Parliament</b>		
constituency offices, coordination .....	LEGISLATIVE 6	33
constituency offices, list .....	LEGISLATIVE 1	16
electoral district, addresses .....	LEGISLATIVE 12	35
library, research service, press clipping service .....	LEGISLATIVE 10	35
lounge, dining room .....	LEGISLATIVE 6	33
<b>Members' Dining Room</b>		
Legislative Assembly, MPPs, staff, visitors .....	LEGISLATIVE 6	33
<b>Membership Programs Br</b>		
Malpractice Insurance Premium Reimbursement .....	HEALTH 41	295
Min of Health .....	HEALTH 39	294
Northern Health Travel Grant Unit .....	HEALTH 40	295
<b>mental health</b>		
care, program, policy, planning .....	HEALTH 35	291
home care, facilities, licences, inspection .....	HEALTH 36	292
programs, communities, hospitals, development .....	HEALTH 33	290
research, grants .....	HEALTH 56	302
services, hospital, community, funding .....	HEALTH 36	292
services, planning, operation .....	HEALTH 33	290
<b>Mental Health Act, involuntary patients, review boards</b> .....	HEALTH 48	297
<b>Mental Health Operations Br</b> .....	HEALTH 34	291
<b>Mental Health Planning Br</b> .....	HEALTH 35	291
<b>Mental Incompetency Act, jurisdiction</b> .....	ATT GEN 31	69
<b>mentally handicapped</b>		
facilities, residential, family benefits, eligibility .....	COMSOC 15	135
facilities, services .....	COMSOC 9	129
schools, education .....	EDUC 12	211
<b>mentally ill</b>		
prisoners, prior to trial, treatment .....	ATT GEN 38	71

		White Page
psychiatric assessments for criminal offences .....	ATT GEN 38	71
<i>see also psychiatric - patients</i>		
<b>mentally incompetent</b>		
civil rights representation .....	ATT GEN 10	62
estates, management .....	ATT GEN 11	62
<b>merger, acquisitions, special investment projects</b> .....	MITT 18	335
<b>metallurgical operations, health, safety</b> .....	LABOUR 24	361
<b>metals</b>		
heavy, residues, detection and measurement .....	AG & FOOD 27	52
research .....	NDM 13	425
<b>METFORS (Metro Toronto Forensic Service)</b> .....	ATT GEN 38	71
<i>methanol, SEE fuels</i>		
<b>Metis communities, consultation</b> .....	CITIZENSHIP 7	109
<i>Metis, SEE Native peoples</i>		
<b>Metro Toronto Convention Centre Corporation</b> .....	MTR 21	493
<b>Metro Toronto Forensic Service (METFORS)</b>		
Provincial Court (Criminal Division) .....	ATT GEN 38	71
<b>Metro Toronto Housing Authority</b> .....	HOUSING 31	323
<b>MHS (Municipal Housing Statements)</b> .....	HOUSING 39	327
<b>microfilms, documents, official</b> .....	MGS 32	263
<b>microrecording</b>		
advice, assistance, training .....	MCC 25	200
Min of Health .....	HEALTH 46	297
<b>microwaves, technology, energy, research</b> .....	ENERGY 16	225
<b>military history</b> .....	MTR 16	489
<b>milk</b>		
inspection .....	AG & FOOD 18	45
marketing .....	AG & FOOD 14	44
<i>see also dairy</i>		
<b>Milk Act</b>		
administration .....	AG & FOOD 14	44
board decisions, appeals, licence review .....	AG & FOOD 38	56
<b>Milk Commission of Ontario</b> .....	AG & FOOD 14	44
<b>Min of Agriculture and Food Field Offices</b>		
Agricultural Engineering Services .....	AG & FOOD 36	55
Colleges of Agricultural and Food Technology .....	AG & FOOD 35	54
County and District Field Offices .....	AG & FOOD 23	47



Veterinary Laboratory Services Br ..... AG & FOOD 25 51

**Min of Citizenship Field Offices**

Native Community Br ..... CITIZENSHIP 7 109  
 Ontario Human Rights Commission ..... CITIZENSHIP 9 111  
 Ontario Race Relations Directorate ..... CITIZENSHIP 8 110

**Min of Community and Social Services Field Offices**

Chaplaincy Services ..... COMSOC 6 121  
 Children's and Adults' Operations ..... COMSOC 8 123  
 Facilities for Developmentally Handicapped ..... COMSOC 9 129  
 Youth Corrections Program ..... COMSOC 10 130

**Min of Consumer and Commercial Relations Field Offices**

Cemeteries Regulation Section ..... CCR 17 153  
 Company Incorporation ..... CCR 30 160  
 Consumer Services Bureaux ..... CCR 18 154  
 Elevating Devices Br ..... CCR 25 157  
 Fuels Safety Br ..... CCR 26 158  
 Land Registry Offices ..... CCR 30 160  
 Land Titles ..... CCR 30 160  
 Personal Property Security Registration Br ..... CCR 30 160  
 Pressure Vessels Safety Br ..... CCR 24 157  
 Real Property Registration Br ..... CCR 30 160  
 Upholstered and Stuffed Articles Br ..... CCR 27 159

**Min of Correctional Services Field Offices**

Human Resources Management Br ..... CORRECTIONS 5 172  
 Ontario Board of Parole ..... CORRECTIONS 26 188  
 Operations Division, correctional institutions ..... CORRECTIONS 9 174

**Min of Culture and Communications Field Offices**

Archaeological Field Offices ..... MCC 22 198  
 Regional Services ..... MCC 10 193

**Min of Education Field Offices**

Regional Offices ..... EDUC 8 209

**Min of Energy Field Offices**

Ontario Hydro ..... ENERGY 19 226

**Min of Government Services Field Offices**

Property Management Division ..... MGS 40 267

**Min of Health Field Offices**

Ambulance Services Br ..... HEALTH 32 290  
 District Health Councils ..... HEALTH 16 282  
 General Manager's Office, OHIP District Offices ..... HEALTH 37 292  
 Home Care Program ..... HEALTH 5 272  
 Human Resources Br ..... HEALTH 50 298  
 Laboratory Services Br ..... HEALTH 14 280

		White Page
Mental Health Operations Br, Psychiatric Hospitals .....	HEALTH 34	291
Nursing Homes Br .....	HEALTH 27	287
Ontario Cancer Treatment and Research Foundation .....	HEALTH 54	300
Placement Coordination Services .....	HEALTH 7	275
Public Health Agencies .....	HEALTH 13	277
<b>Min of Housing Field Offices</b>		
Housing Field Operations .....	HOUSING 30	317
Metro Toronto Housing Authority .....	HOUSING 31	323
Rent Review Hearings Board .....	HOUSING 16	311
Rent Review Services Br .....	HOUSING 13	308
<b>Min of Industry, Trade and Technology Field Offices</b>		
China and South Asia Br .....	MITT 24	337
Development Corporations .....	MITT 35	342
Europe/Middle East/Africa Br .....	MITT 22	336
Investment and Regional Operations Br .....	MITT 17	333
Northern Ontario .....	MITT 25	338
Ontario Technology Centres .....	MITT 30	340
Pacific Rim Br .....	MITT 23	337
USA and Latin America Br .....	MITT 21	336
<b>Min of Labour Field Offices</b>		
Chest Clinics .....	LABOUR 23	360
Construction Health and Safety Br .....	LABOUR 20	356
Employment Standards Br .....	LABOUR 9	350
Health and Safety Support Services Br .....	LABOUR 22	359
Industrial Health and Safety Br .....	LABOUR 21	357
Mining Health and Safety Br .....	LABOUR 24	361
Workers' Compensation Board .....	LABOUR 31	365
<b>Min of Municipal Affairs Field Offices</b>		
Community Planning Advisory Br .....	MUN AFF 19	375
Field Services Br .....	MUN AFF 18	374
<b>Min of Natural Resources Field Offices</b>		
Conservation Authorities & Water Management Br .....	MNR 15	387
Field Organization Northern Ontario .....	MNR 34	404
Field Organization Southern Ontario .....	MNR 36	409
Ontario Tree Improvement & Forest Biomass Institute .....	MNR 11	385
Provincial Parks & Recreation Areas .....	MNR 30	396
<b>Min of Northern Development and Mines Field Offices</b>		
Community Relations Br .....	NDM 9	420
Field Organization .....	NDM 17	426
Ontario Northland Transportation Commission .....	NDM 18	428
Regional and Community Development Br .....	NDM 10	423
<b>Min of Revenue Field Offices</b>		
Province of Ontario Savings Office .....	REVENUE 24	443
Regional Assessment Offices .....	REVENUE 14	437
Retail Sales Tax Br .....	REVENUE 5	432

<b>Min of Skills Development Field Offices</b> .....	SKILLS 8	448
<b>Min of the Attorney General Field Offices</b>		
Assessment Review Board .....	ATT GEN 22	65
Ontario Courts .....	ATT GEN 41	72
<b>Min of the Environment Field Offices</b>		
Investigations and Enforcement Br .....	MOE 43	242
Laboratory Services Br .....	MOE 22	234
Operations Division .....	MOE 33	237
<b>Min of the Solicitor General Field Offices</b>		
Fire Advisory Services .....	SOL GEN 18	459
Fire Investigation Services .....	SOL GEN 16	456
Office of the Chief Coroner, Regional Coroners .....	SOL GEN 22	462
OPP, district headquarters, detachments .....	SOL GEN 40	468
Registration Br .....	SOL GEN 47	479
<b>Min of Tourism and Recreation Field Offices</b>		
Ontario Travel Information .....	MTR 15	487
Tourism and Recreation Operations Division .....	MTR 20	490
<b>Min of Transportation Field Offices</b>		
Goods Distribution Systems Office .....	MTO 37	507
Operation, Regional, Drivers and Vehicles Office .....	MTO 60	515
Operations, Regional .....	MTO 57	513
<b>Mineral Development and Lands Br</b> .....	NDM 13	425
<b>minerals</b>		
deposits, consultative services, government, industry, public .....	NDM 16	426
exploration, incentive, OMEP .....	NDM 13	425
information, publications, public, government .....	MNR 3	383
non-metallic, resources, industrial, construction, use .....	MNR 19	392
publications, studies, library .....	NDM 16	426
resources, information, exploration, encouragement .....	NDM 16	426
resources, policy, development, administration .....	NDM 13	425
rights, crown lands, policy .....	NDM 14	425
<b>mines and mining</b>		
crown lands, claims, register .....	NDM 14	425
disasters, training, equipment stations .....	LABOUR 24	361
health, safety, employees, promotion .....	LABOUR 24	361
land, patented, forfeiture process .....	MNR 20	392
library, publications, geology, minerals .....	NDM 16	426
licences, renewals .....	MNR 39	416
plans, review, safety, health .....	LABOUR 24	361
revenue, collection .....	MNR 8	384
taxation, assessment .....	REVENUE 3	431
tours, public, Big Nickle Mine .....	MCC 42	205
<i>minimum wage, SEE wages</i>		



	White Page
<b>Mining Act</b>	
administration	NDM 14 425
administration, advice	MNR 19 392
administrative, judicial duties, hearings, appeals	NDM 15 426
administrative, judicial duties, Min of Natural Resources	MNR 39 416
<b>Mining and Lands Commissioner</b>	
Min of Natural Resources	MNR 39 416
Min of Northern Development and Mines	NDM 15 426
<b>Mining Health and Safety Br</b>	LABOUR 24 361
<b>Mining Lands Section</b>	NDM 14 425
<b>Mining Tax Act</b>	
administration	REVENUE 3 431
appeals	REVENUE 8 434
<b>Minister Responsible for Native Affairs</b>	NAT AFF 1 381
<b>Ministry of Energy</b>	ENERGY 1 220
<b>Ministry reading rooms</b>	
Min of Agriculture and Food	AG & FOOD 11 42
Min of Consumer and Commercial Relations (Consumer Information Centre)	CCR 6 149
Min of Correctional Services	CORRECTIONS 20 187
Min of Culture and Communications (Archives of Ontario)	MCC 25 200
Min of Culture and Communications (Library/Resources Centre)	MCC 6 192
Min of Education	EDUC 2 207
Min of Energy	ENERGY 3 221
Min of Health	HEALTH 46 297
Min of Housing	HOUSING 10 307
Min of Labour	LABOUR 12 353
Min of Municipal Affairs	HOUSING 10 307
Min of Natural Resources	MNR 27 395
Min of Northern Development and Mines	NDM 8 420
Min of Revenue	REVENUE 21 442
Min of the Environment	MOE 8 230
Min of Transportation	MTO 15 500
<b>mobile homes</b>	
permanent foundations, builders, registration	CCR 22 156
<b>moose (wildlife), management, information</b>	MNR 32 402
<b>mortgage brokers</b>	
licences, regulation	MFI 3 247
<b>Mortgage Brokers Act, administration</b>	MFI 3 247
<b>mortgages</b>	
brokers, unfair practices, cease and desist orders, appeals	CCR 36 167

chattel, registration .....	CCR 32	165
corporations, registration .....	CCR 33	166
depository, Supreme Court .....	ATT GEN 14	63
geared-to-income, rural communities .....	HOUSING 38	327
registration, ownership .....	CCR 30	160
<i>motion pictures, SEE films</i>		
<b>Motor Fuels and Tobacco Tax Br</b> .....	REVENUE 4	431
<b>Motor Vehicle Accident Claims Act, administration</b> .....	MFI 7	248
<b>Motor Vehicle Accident Claims Fund (MVAC)</b> .....	MFI 7	248
<b>Motor Vehicle Dealers Act</b>		
consumer complaints, mediation .....	CCR 18	154
Min of Consumer and Commercial Relations .....	CCR 13	152
registration .....	CCR 12	151
<b>Motor Vehicle Dealers Compensation Fund</b> .....	CCR 13	152
<b>Motor Vehicle Fuel Tax Act</b>		
(repealed), administration .....	REVENUE 4	431
appeals .....	REVENUE 8	434
<b>motor vehicle mechanics, certification</b> .....	SKILLS 8	448
<b>motor vehicles</b>		
accidents, investigations .....	SOL GEN 37	467
accidents, victims, rescue equipment, grants to municipalities .....	SOL GEN 18	459
commercial, registration, reciprocity agreements .....	MTO 56	512
commercial, weights, research, pavement .....	MTO 27	504
dealers, consumer complaints .....	CCR 18	154
dealers, salespersons, supervision, control .....	CCR 13	152
dealers, salespersons, unfair practices, cease and desist orders .....	CCR 36	167
drivers, tests .....	MTO 60	515
emission, tests, inspections .....	MOE 20	233
enforcement, controls, weights, dimensions .....	MTO 53	512
fire fighting, Fire Marshal's Office .....	SOL GEN 14	456
government, accidents, insurance claims versus Crown and by Crown .....	MTO 4	497
government, energy, conservation .....	MTO 46	510
information, public, courts, police .....	MTO 55	512
inquiries, permits, oversize/overweight .....	MTO 53	512
inspection, stations, licences, suspension, appeals .....	MTO 68	524
legal advice to Ministry .....	MTO 4	497
legislation, regulations, consulting, government, public .....	MTO 54	512
licences, suspension, appeals .....	MTO 68	524
liens, inquiries .....	CCR 32	165
Min of Transportation, purchase, repair .....	MTO 7	498
oversize/overweight permits .....	MTO 60	515

		White Page
pooling, car, van, promotion .....	MTO 46	510
private, commercial, regulatory programs .....	MTO 48	510
public, public commercial, licences, issuance .....	MTO 50	511
purchase, Ontario government .....	MTO 15	500
qualifications, performance, regulations, drivers .....	MTO 55	512
records, licensing, registration, conviction .....	MTO 55	512
research, alternate fuels, electric propulsion .....	MTO 43	509
safety programs .....	MTO 1	496
safety standard certificates .....	MTO 60	515
safety standards, consulting, government, public .....	MTO 54	512
sale price, registration .....	CCR 32	165
seat belts, information .....	MTO 1	496
surplus, government, disposal .....	MTO 15	500
theft, identification, investigation .....	SOL GEN 43	478
traffic, enforcement, programs .....	SOL GEN 37	467
<i>see also buses, motorcycles, snowmobiles</i>		
<b>motorcycles</b>		
drivers, tests .....	MTO 60	515
mopeds, bicycles, safety programs .....	MTO 1	496
<b>Motorized Snow Vehicles Act</b> .....	MTO 48	510
<b>mould-makers, certification, voluntary</b> .....	SKILLS 8	448
<i>movies, SEE films</i>		
<b>moving walks</b> .....	CCR 25	157
<b>Multicultural Service Program Grants, administration</b> .....	CITIZENSHIP 4	108
<b>Multicultural Workplace Coordination Grants</b> .....	CITIZENSHIP 4	108
<b>multiculturalism</b>		
advisory council .....	CITIZENSHIP 10	113
development, activities, public involvement .....	MCC 10	193
development, community, consulting, grants .....	CITIZENSHIP 4	108
facilities, planning, technical advice .....	MCC 11	195
library services .....	MCC 17	196
policy, government, implementation .....	CITIZENSHIP 4	108
resource material .....	MCC 6	192
service programs, grants, administration .....	MCC 10	193
<b>Multiculturalism and Citizenship Community Projects</b>		
grants, administration .....	CITIZENSHIP 4	108
<b>multilingualism</b>		
information service, referral .....	CITIZENSHIP 5	109
translation, educational, employment, documents, newcomers .....	CITIZENSHIP 5	109
<b>municipal</b>		
police, manpower, workload, deployment, studies .....	SOL GEN 52	481
services, construction, land development, contracts .....	MGS 42	269



waste, recycling, project development, grants .....	MOE 24	235
waste, treatment, disposal, research, technology .....	MOE 26	235
wastewater, management, treatment, quantity, quality, database .....	MOE 32	237
water, waste, treatment works, applications .....	MOE 38	241
<b>Municipal Act</b>		
appeals, applications, compensation .....	ATT GEN 21	65
commercial districts, improvement, business communities .....	MUN AFF 22	377
<b>Municipal Boundaries Br</b> .....	MUN AFF 17	373
<b>Municipal Boundary Negotiations Act, 1981</b> .....	MUN AFF 17	373
<b>Municipal Building Profile Program</b> .....	HOUSING 24	315
<b>Municipal Directory, publication</b> .....	MUN AFF 12	372
<b>Municipal Economic Development Agency Program (MEDA)</b> .....	NDM 10	423
<b>Municipal Education and Training Secretariat</b> .....	MUN AFF 7	370
<b>Municipal Employees Retirement Board, Ontario</b> .....	MUN AFF 3	369
<b>Municipal Employment Program</b> .....	COMSOC 38	141
<b>Municipal Energy Audit Program</b>		
subsidies, municipalities, hiring, auditors .....	MUN AFF 13	372
<b>Municipal Finance Br</b> .....	MUN AFF 14	373
<b>Municipal Hostel Program, emergency accommodation</b> .....	COMSOC 38	141
<b>Municipal Housing Statement Program</b> .....	HOUSING 39	327
<b>Municipal Housing Statements (MHS)</b> .....	HOUSING 39	327
<b>Municipal Information and Technology Br</b> .....	MUN AFF 10	371
<b>Municipal Job Developer (MJD)</b> .....	COMSOC 38	141
<b>Municipal Management Practices Br</b> .....	MUN AFF 16	373
<b>Municipal Operations Division</b> .....	MUN AFF 15	373
<b>Municipal Roads Office</b>		
Min of Transportation .....	MTO 40	508
Operations, Regional .....	MTO 63	523
<b>Municipal Transportation Division</b> .....	MTO 38	507
<b>Municipal Transportation Policy Planning Br</b> .....	MTO 39	507
<b>municipalities</b>		
35 per cent minimum rental housing stock, grants .....	HOUSING 24	315
advice, assistance, tourism, strategies, programs .....	MTR 20	490
boundaries, disputes, resolution .....	MUN AFF 17	373

bridges, culverts, design, review, load limit by-laws, recommendations .....	MTO 24	503
buildings, energy conservation, programs, development .....	ENERGY 13	224
by-laws, offences, prosecution .....	ATT GEN 36	71
capital works, assistance, programming, systems .....	MTO 40	508
consultation, publications, industrial development, parks .....	MITT 19	335
counselling services .....	COMSOC 38	141
day care, financial assistance .....	COMSOC 37	141
directory, key officials, population figures .....	MUN AFF 12	372
energy, franchise, approvals, regulation .....	ENERGY 17	226
finance, management, reporting, improvement .....	MUN AFF 16	373
finances, examination, advice .....	MUN AFF 14	373
financial assistance, airports .....	MTO 33	506
financial assistance, improvements, farm lands .....	AG & FOOD 29	52
financial assistance, surveys, municipal, coordinate, control .....	MNR 24	394
financial assistance, transit .....	MTO 41	508
fire departments, educational information provision .....	SOL GEN 19	461
fire departments, officers, fire protection, technology, courses .....	SOL GEN 21	462
government relationships, coordination .....	MUN AFF 18	374
grant programs, administration, service, advice .....	MUN AFF 19	375
grants, building administration, improvements .....	HOUSING 27	316
grants, distribution, advice .....	TREASURY 13	530
highways, construction, maintenance, advice to, subsidies .....	MTO 57	513
incentives, grants, planned retirement communities .....	HOUSING 23	314
information, assistance, recreation, sports, fitness, programs .....	MTR 20	490
library systems, consultative assistance .....	MCC 17	196
loans, home repair, low income owners .....	HOUSING 34	325
Municipal Hostel Program .....	COMSOC 38	141
municipal housing statements (assisted housing surveys) .....	HOUSING 39	327
noise control, training, certification .....	MOE 36	240
official plans, zoning, land use planning, advice .....	MUN AFF 25	378
planning, input, review .....	MNR 1	382
police forces, inspections, Police Act .....	SOL GEN 51	481
police matters, advice .....	SOL GEN 50	481
police, radio systems, grants .....	SOL GEN 53	481
policing .....	SOL GEN 39	468
policy, advice to Government, authority, organization, electoral .....	MUN AFF 11	372
policy, legislation, development .....	MUN AFF 25	378
pollution control .....	MOE 33	237
provincial financial assistance, booklet .....	MUN AFF 13	372
rental housing stock, grants .....	HOUSING 24	315
road, financial assistance, policy .....	MTO 40	508
roads, financial assistance .....	MTO 63	523
sewage systems, hearings .....	MOE 47	244
starter homes, eligibility, grants .....	HOUSING 21	313
studies, handbooks, community planning .....	MUN AFF 23	377
surveys, fire protection .....	SOL GEN 18	459
taxation, assessment, complaints .....	ATT GEN 22	65

termite control, grants .....	MOE 13	231
traffic, improvement, assistance .....	MTO 8	498
transportation, energy conservation .....	MTO 46	510
transportation, roads, policy, planning .....	MTO 39	507
voters, enumeration .....	REVENUE 14	437
water, wastewater, treatment plants, operations, assistance .....	MOE 33	237
zoning, by-laws, comment .....	MUN AFF 24	377
<b>museums</b>		
community, grants, advice, Ontario Heritage Foundation .....	MCC 22	198
grants, applications, field offices .....	MCC 10	193
Ontario Agricultural Museum .....	AG & FOOD 33	54
Royal Ontario Museum .....	MCC 41	205
<b>mushrooms</b>		
information, edible, poisonous .....	MCC 40	204
research .....	AG & FOOD 32	53
<b>music appreciation, radio programming</b> .....	MCC 31	202
<b>mutual benefit societies, licences, regulates</b> .....	MFI 6	248
<b>MVAC (Motor Vehicle Accident Claims Fund)</b> .....	MFI 7	248
<b>names</b>		
changes, records, registration .....	CCR 35	167
corporations, non-profit, clearance, reservation, changes .....	CCR 34	166
corporations, style of, registration, searches .....	CCR 33	166
registration, non-registration, certificates .....	CCR 33	166
<b>Native Business Internship Program</b> .....	CITIZENSHIP 7	109
<b>Native Community Br</b> .....	CITIZENSHIP 7	109
<b>Native peoples</b>		
art, McMichael Canadian Collection .....	MCC 43	205
cultural heritage, historic sites .....	MTR 16	489
economy, stability, heritage, preservation .....	CITIZENSHIP 7	109
education, liaison, government associations .....	EDUC 4	208
grants, consultations .....	CITIZENSHIP 7	109
land, claims, policy, research .....	MNR 21	393
library services .....	MCC 17	196
policies, programs, development, delivery, monitoring .....	NAT AFF 1	381
policing, administration .....	SOL GEN 39	468
resource material .....	MCC 6	192
services, provision, policies .....	COMSOC 3	120
social services, policy, program development .....	COMSOC 24	137
<i>see also Indian Band Councils</i>		
<b>Native Services Unit</b> .....	COMSOC 3	120
<b>Native Small Business Development Program</b> .....	CITIZENSHIP 7	109



<b>Native Women's Organizations, consultation</b> .....	CITIZENSHIP 7	<b>109</b>
<b>natural gas</b>		
distribution companies, licences .....	CCR 26	<b>158</b>
exploration, drilling, productions, land, offshore, Great Lakes .....	MNR 37	<b>415</b>
explosions, investigations .....	SOL GEN 16	<b>456</b>
fitters, handlers, certification .....	CCR 26	<b>158</b>
policy, supply, pricing, distribution .....	ENERGY 8	<b>222</b>
rates, regulation .....	ENERGY 17	<b>226</b>
research, industrial applications, efficient use .....	ENERGY 16	<b>225</b>
rights, leasing, licences .....	MNR 37	<b>415</b>
transmission, distribution, utilization, safety, control .....	CCR 26	<b>158</b>
transportation, fuels, development .....	MTO 46	<b>510</b>
<i>see also energy; fuels</i>		
<b>Natural Resources Library</b> .....	MNR 27	<b>395</b>
<b>naval history</b> .....	MTR 16	<b>489</b>
<b>negotiations, acquisition, real estate, government</b> .....	MGS 36	<b>265</b>
<b>New Democratic Party Caucus Office</b> .....	LEGISLATIVE 14	<b>36</b>
<b>New Home Warranties Plan Act</b>		
administration .....	CCR 22	<b>156</b>
decisions, appeals .....	CCR 36	<b>167</b>
<b>Newcomer Integration Program</b>		
grants, administration .....	CITIZENSHIP 4	<b>108</b>
<b>Newcomer Language and Orientation Classes Program</b>		
grants, administration .....	CITIZENSHIP 4	<b>108</b>
<i>newcomers, SEE immigrants, refugees</i>		
<b>newspapers</b>		
historical, archives .....	MCC 25	<b>200</b>
library, press clippings, MPPs .....	LEGISLATIVE 10	<b>35</b>
<b>NHWP (Ontario New Home Warranty Program)</b> .....	CCR 22	<b>156</b>
<b>Niagara Escarpment Commission</b>		
appeals .....	MUN AFF 2	<b>369</b>
legal services .....	MUN AFF 5	<b>370</b>
long term planning initiatives .....	MUN AFF 1	<b>369</b>
<b>Niagara Escarpment Development Control Appeals</b> .....	MUN AFF 24	<b>377</b>
<b>Niagara Escarpment Development Control Hearing Office</b> .....	MUN AFF 2	<b>369</b>
<b>Niagara Escarpment Plan</b>		
coordination, implementation .....	MUN AFF 24	<b>377</b>
land acquisition, 10-year program, public education .....	MCC 24	<b>199</b>
<b>Niagara Parks Commission</b> .....	MTR 22	<b>493</b>

		White Page
ura River Improvement Team .....	MOE 18	232
IP (Northern Medical Specialist Incentive Program) .....	HEALTH 21	286
C (Northern Ontario Development Corporation) .....	MITT 35	342
ontrol, highways .....	MTO 27	504
missions, measurement, control, abatement .....	MOE 36	240
vironmental, policies, acoustics criteria, standards .....	MOE 36	240
pacts, land use, relationship .....	MOE 36	240
llution, appeals .....	MOE 49	244
l transit, studies .....	MTO 44	509
profit corporations		
corporation, applications, processing .....	CCR 34	166
mes, clearance, reservation, changes .....	CCR 34	166
Profit Housing Programs .....	HOUSING 32	323
Resident Agricultural Land Interests Registration		
gricultural land, interests, declaration, administration .....	AG & FOOD 9	42
-DEV Program		
ancial assistance, small businesses, Northern Ontario .....	NDM 10	423
ntair, airline .....	NDM 18	428
thern Community Economic Development Program .....	NDM 10	423
thern Development Councils .....	NDM 10	423
thern Development Fund		
ogram, delivery .....	NDM 10	423
thern Development Policy and Program Development Br .....	NDM 11	424
thern Health Travel Grant Program		
ancial assistance, transportation, medical services .....	HEALTH 40	295
thern Health Travel Grant Unit .....	HEALTH 40	295
thern Medical Specialist Incentive Program (NMSIP) .....	HEALTH 21	286
thern Ontario		
griculture .....	AG & FOOD 23	47
ports, construction, maintenance, planning .....	MTO 33	506
ports, construction, operation .....	MTO 64	523
onomic development, community services .....	NDM 10	423
re protection programs, establishment, monitoring .....	SOL GEN 18	459
lin of Industry, Trade and Technology .....	MITT 25	338
elocation Unit .....	NDM 1	418
ansportation, communications .....	NDM 18	428
thern Ontario Assistance Program .....	AG & FOOD 22	46

		White Page
Northern Ontario Development Corporation .....	MITT 35	342
Northern Ontario Livestock Transportation Assistance .....	AG & FOOD 8	41
Northern Ontario Relocation Program .....	MBC 9	9
Northern Ontario Resources Transportation Committee		
access roads, programs, coordination .....	MNR 16	390
access, resource-based enterprises, Northern Indian settlements .....	NDM 12	424
Northern Priority Roads Program, new roads, funding .....	NDM 12	424
Northern Roads Program, expansion, funding .....	NDM 12	424
Northern Transportation Division .....	NDM 12	424
Northlander, rail passenger service .....	NDM 18	428
notaries public, appointments .....	ATT GEN 26	67
Nuclear Communications Centres, public information .....	ENERGY 19	226
nuclear power		
inquiries .....	ENERGY 19	226
Nuclear Emergency, administration .....	SOL GEN 12	455
reactors, radioactive material, laboratory analysis .....	LABOUR 22	359
nurseries		
(horticultural) disease control .....	AG & FOOD 20	45
licences (horticultural) .....	AG & FOOD 20	45
Northern Ontario .....	MNR 34	404
propogating material supply .....	AG & FOOD 32	53
Southern Ontario .....	MNR 36	409
stock distribution, soil management, advice .....	MNR 12	386
<i>see also horticulture</i>		
<i>nursery schools, SEE day care</i>		
nursing		
assistants, schools .....	EDUC 16	213
college membership, appeals .....	HEALTH 48	297
consultation service, industry .....	LABOUR 22	359
home care program, School Health Service .....	HEALTH 5	272
public health, consultation .....	HEALTH 12	277
services, correctional institutions .....	CORRECTIONS 13	185
nursing homes		
eligibility, inquiries, administration .....	HEALTH 44	296
eligibility, processing, extended care benefits .....	HEALTH 30	289
inspection, licences, safety, complaints, list .....	HEALTH 27	287
pharmaceutical services, liaison .....	HEALTH 29	288
psychiatric patients, licences, inspection .....	HEALTH 36	292
Nursing Homes Branch .....	HEALTH 27	287
Nursing Homes Review Board, appeals .....	HEALTH 48	297



<b>Nursing Services</b> .....	CORRECTIONS 13	185
<b>nutrition</b>		
counselling, home care program, School Health Service .....	HEALTH 5	272
home economics programs .....	AG & FOOD 34	54
inquiries, information, home economist .....	AG & FOOD 1	39
public health, consultation .....	HEALTH 12	277
research .....	AG & FOOD 35	54
<b>OASYS (Ontario Assessment System)</b> .....	REVENUE 13	436
<b>OBM (Ontario Basic Mapping)</b> .....	MNR 23	393
<b>Occupational Health and Safety Act</b>		
administration, enforcement .....	LABOUR 20	356
administration, industry .....	LABOUR 21	357
administration, mining .....	LABOUR 24	361
collective bargaining, administration, unsafe work, refusal .....	LABOUR 29	364
<b>Occupational Health and Safety Division</b> .....	LABOUR 18	355
<b>Occupational Health Hygiene Service</b> .....	LABOUR 22	359
<b>Occupational Health Laboratory Service</b> .....	LABOUR 22	359
<b>Occupational Health Medical Service</b> .....	LABOUR 22	359
<b>occupational therapy</b>		
bursaries, students, underserved areas .....	HEALTH 20	285
home care program, School Health Service .....	HEALTH 5	272
professionals, incentives, practice, underserved areas .....	HEALTH 20	285
<i>occupational training, SEE vocational, training</i>		
<b>OCL (Ontario Community Literacy)</b> .....	SKILLS 7	447
<b>OCRS (Ontario Centre for Remote Sensing)</b> .....	MNR 25	395
<b>OCUA (Ontario Council on University Affairs)</b> .....	MCU 9	117
<b>ODC (Ontario Development Corporation)</b> .....	MITT 35	342
<b>OEA (Office of the Employer Adviser)</b> .....	LABOUR 10	352
<b>OEC (Ontario Energy Corporation)</b> .....	ENERGY 18	226
<b>OFDC (Ontario Film Development Corporation)</b> .....	MCC 35	203
<b>Off-Road Vehicles Act</b> .....	MTO 48	510
<b>offences</b>		
criminal, racially-motivated, victims, advice .....	ATT GEN 7	61
• prosecutions, crown attorneys, federal, provincial statutes .....	ATT GEN 6	60
prosecutions, Provincial Offences Court .....	ATT GEN 36	71
<b>Offender Education and Training Unit</b> .....	CORRECTIONS 25	188

		White Page
Offender Programming and Operational Support Br .....	CORRECTIONS 10	184
offenders		
dental services .....	CORRECTIONS 14	185
food services, training .....	CORRECTIONS 16	186
psychiatric assessment, treatment .....	CORRECTIONS 12	185
transfer, classification, exchange .....	CORRECTIONS 21	187
office automation, advice, information, technology .....	MGS 33	264
Office des Affaires francophones .....	FRANC AFF 1	251
Office for Disabled Persons .....	CABINET 2	4
Office for Senior Citizens' Affairs .....	CABINET 4	5
Office of Arbitration .....	LABOUR 26	363
Office of Collective Bargaining Information .....	LABOUR 27	363
Office of Francophone Affairs .....	FRANC AFF 1	251
Office of Indian Resource Policy .....	MNR 21	393
Office of Legal Services		
Min of Transportation .....	MTO 4	497
Min of Treasury and Economics .....	TRÉASURY 1	526
Office of Local Planning Policy .....	MUN AFF 25	378
Office of Mediation .....	LABOUR 25	362
Office of Protocol .....	MIA 3	346
Office of Recreational Boating .....	MNR 28	396
Office of the Chief Coroner .....	SOL GEN 22	462
Office of the Chief Medical Officer of Health .....	HEALTH 8	276
Office of the Controller .....	LEGISLATIVE 6	33
Office of the Coordinator of French Language Services .....	COMSOC 7	122
Office of the Employer Adviser (OEA) .....	LABOUR 10	352
Office of the Fire Marshal		
Administrative Services .....	SOL GEN 14	456
Fire Advisory Services .....	SOL GEN 18	459
Fire Investigation Services .....	SOL GEN 16	456
Fire Safety and Inspection Services .....	SOL GEN 17	459
Ontario Fire College .....	SOL GEN 21	462
Public Information .....	SOL GEN 19	461
Statistical Services .....	SOL GEN 20	462
Technical Research and Consulting Services .....	SOL GEN 15	456
Office of the Public Complaints Commissioner (PCC) .....	ATT GEN 20	64

Office of the Worker Adviser (OWA) .....	LABOUR 11	352
Office Products Centre .....	MGS 18	259
<i>offices, gov't, SEE Administrative Servi</i>		
Official Documents Section .....	MGS 32	263
Official Guardian Br. ....	ATT GEN 10	62
official plans		
applications, appeals, Ontario Municipal Board .....	ATT GEN 21	65
municipalities, advisory publications .....	MUN AFF 25	378
preparation, amendments, updating, grants .....	MUN AFF 19	375
review, approval .....	MUN AFF 24	377
review, transportation proposals, effect .....	MTO 6	498
OHF (Ontario Heritage Foundation) .....	MCC 36	203
OHIP		
appeals .....	HEALTH 48	297
claims, adjudication, monitoring .....	HEALTH 43	295
claims, processing .....	HEALTH 37	292
enquiries .....	HEALTH 38	294
enrolment, eligibility .....	HEALTH 39	294
enrolment, inquiries .....	HEALTH 37	292
Ontario Public Service employees, information, administration .....	MGS 15	258
policy, medical, establishment .....	HEALTH 43	295
premium assistance, collection, programs .....	HEALTH 39	294
premiums, inquiries .....	HEALTH 37	292
OHRP (Ontario Home Renewal Program) .....	HOUSING 34	325
OHSS (Ontario Historical Studies Series) .....	MCC 37	203
OIC (Ontario International Corporation) .....	MITT 29	340
oil		
burner mechanics, certification .....	CCR 26	158
crude, policy, supply, distribution, pricing .....	ENERGY 8	222
distribution companies, licences .....	CCR 26	158
exploration, drilling, production, land, offshore, Great Lakes .....	MNR 37	415
rights, leasing, licences .....	MNR 37	415
shortage, contingency plan .....	ENERGY 8	222
transmission, distribution, utilization, safety, control .....	CCR 26	158
<i>see also fuels; gasoline</i>		
Oil and Gas Section .....	ENERGY 8	222
oils, edible, manufacturers, licensing, inspection .....	AG & FOOD 18	45
OLAP (Ontario Legal Aid Plan) .....	ATT GEN 43	102
<i>old age pensioners, SEE senior citizens</i>		



	White Page
Old Fort Henry .....	MTR 27 495
Old Fort William .....	MTR 18 489
Old Fort William Advisory Committee .....	MTR 19 490
Oleomargarine Act	
licence review .....	AG & FOOD 38 56
provisions, enforcement .....	AG & FOOD 17 45
oleomargarine, manufacturers, licensing, inspection .....	AG & FOOD 18 45
OMAF News, publication, farmers .....	AG & FOOD 2 40
Ombudsman Ontario .....	LEGISLATIVE 16 37
OMEP (Ontario Mineral Exploration Program Act) .....	NDM 13 425
OMIC (Ontario Municipal Improvement Corporation) .....	TREASURY 19 532
OMPPAC (Ont Mun & Prov Police Automation Cooperative) .....	SOL GEN 53 481
ONESP (Ontario Native Economic Support Program) .....	CITIZENSHIP 7 109
Onexco Oil & Gas Ltd .....	ENERGY 18 226
ONIP (see PRIDE Program) .....	MUN AFF 21 376
Ont Mun & Prov Police Automation Cooperative (OMPPAC) .....	SOL GEN 53 481
ONT. PARL (Ontario Legislative Television Satellite) .....	LEGISLATIVE 7 34
Ontario 20 .....	MGS 26 261
Ontario Advisory Council for Disabled Persons .....	CABINET 3 5
Ontario Advisory Council on Senior Citizens .....	CABINET 5 6
Ontario Advisory Council on Women's Issues .....	WOMEN 1 533
Ontario Agricultural Exchange Program, administration .....	AG & FOOD 34 54
Ontario Agricultural Museum .....	AG & FOOD 33 54
Ontario Arts Council	
Min of Culture and Communications Agency .....	MCC 33 202
travelling exhibits .....	MCC 13 195
Ontario Assessment System (OASYS) .....	REVENUE 13 436
Ontario Basic Mapping (OBM) .....	MNR 23 393
Ontario Basic Skills in the Workplace Program	
training, workers, literacy, numeracy .....	SKILLS 7 447
Ontario Basic Skills Program	
training, individuals, literacy, numeracy .....	SKILLS 7 447
Ontario Beef Cattle Financial Protection Program .....	AG & FOOD 17 45

<b>Ontario Beginning Farmer Assistance Program</b> .....	AG & FOOD 8	41
<b>Ontario Best Ever Program</b> .....	MTR 10	485
<b>Ontario Board of Parole</b>		
Agency, Min of Correctional Services .....	CORRECTIONS 26	188
liaison .....	CORRECTIONS 9	174
<b>Ontario Buildings Br</b> .....	HOUSING 27	316
<b>Ontario Camp Leadership Centre</b> .....	MTR 11	486
<b>Ontario Cancer Treatment and Research Foundation</b>		
financial assistance .....	HEALTH 25	287
Min of Health .....	HEALTH 54	300
<b>Ontario Cattlemen's Association</b> .....	AG & FOOD 21	46
<b>Ontario Centre for Remote Sensing (OCRS)</b> .....	MNR 25	395
<b>Ontario College of Art</b> .....	MCU 9	117
<b>Ontario Communications Network</b> .....	MGS 33	264
<b>Ontario Community Literacy (OCL)</b> .....	SKILLS 7	447
<b>Ontario Correctional Institute</b> .....	CORRECTIONS 9	174
<b>Ontario Council of Regents for CAATs</b>		
liaison .....	MCU 6	115
Min of Colleges and Universities Agency .....	MCU 10	117
<b>Ontario Council on University Affairs (OCUA)</b>		
liaison .....	MCU 5	115
Min of Colleges & Universities Agency .....	MCU 9	117
<b>Ontario Court of Appeal</b> .....	ATT GEN 27	67
<b>Ontario Courts</b> .....	ATT GEN 41	72
<b>Ontario Crop Insurance Commission</b> .....	AG & FOOD 6	41
<b>Ontario Development Corporation</b>		
book publishing, program, administration .....	MCC 12	195
Min of Industry, Trade and Technology .....	MITT 35	342
<b>Ontario Drug Benefit Program</b>		
payment systems, operation .....	HEALTH 44	296
<b>Ontario Education Resources Information System</b> .....	EDUC 17	214
<b>Ontario Educational Communications Authority</b>		
travelling exhibits .....	MCC 13	195
TVOntario .....	MCC 34	202
<b>Ontario Election Act</b> .....	LEGISLATIVE 12	35

		White Page
Ontario Energy Act, administration .....	CCR 26	158
Ontario Energy Board		
Min of Energy Agency .....	ENERGY 17	226
reporting to Legislature .....	ENERGY 1	220
Ontario Energy Corporation		
Min of Energy Agency .....	ENERGY 18	226
reporting to Legislature .....	ENERGY 1	220
Ontario Energy Resources Ltd .....	ENERGY 18	226
Ontario Energy Ventures Ltd .....	ENERGY 18	226
Ontario Family Farm Interest Rate Reduction Program .....	AG & FOOD 8	41
Ontario Farm Machinery Board .....	AG & FOOD 42	57
Ontario Farm Start .....	AG & FOOD 8	41
Ontario Farm Tax Rebate Program .....	AG & FOOD 8	41
Ontario Film Archives .....	MCC 38	204
Ontario Film Development Corporation (OFDC) .....	MCC 35	203
Ontario Film Institute .....	MCC 38	204
Ontario Film Review Board .....	CCR 19	155
Ontario Film Theatre		
Ministry of Culture and Communications Agency .....	MCC 38	204
travelling exhibits .....	MCC 13	195
Ontario Finances, publication .....	TREASURY 14	530
Ontario Fire Code, Regulation 67/87, administration .....	SOL GEN 15	456
Ontario Fire College .....	SOL GEN 21	462
Ontario Food Terminal Board .....	AG & FOOD 39	56
Ontario French Language Services Commission .....	FRANC AFF 2	251
Ontario Gazette		
individual copies, purchase .....	MGS 27	262
printing, contracts .....	MGS 19	259
Ontario Geographic Names Board Act, administration .....	MNR 24	394
Ontario Geological Survey .....	NDM 16	426
Ontario Government Bookstore .....	MGS 27	262
Ontario Government Protective Service		
buildings, government, patrol .....	SOL GEN 45	479
employees, complaints, discipline .....	SOL GEN 24	463
uniforms, equipment, forms, supply .....	SOL GEN 32	465



<b>Ontario Graduate Scholarship</b>		
funding, advice .....	MCU 9	117
scholarships, fellowships, awards .....	MCU 8	116
<b>Ontario Guaranteed Annual Income Act, appeals .....</b>	<b>REVENUE 8</b>	<b>434</b>
<b>Ontario Hatchery Supply Flock Policy .....</b>	<b>AG &amp; FOOD 25</b>	<b>51</b>
<i>Ontario Health Insurance, SEE OHIP</i>		
<b>Ontario Heritage Act, historical, programs, grants .....</b>	<b>MCC 10</b>	<b>193</b>
<b>Ontario Heritage Bridge Program .....</b>	<b>MCC 22</b>	<b>198</b>
<b>Ontario Heritage Foundation (OHF)</b>		
donors, liaison .....	MCC 24	199
grants, administration .....	MCC 22	198
Min of Culture and Communications Agency .....	MCC 36	203
properties, acquisition, restoration, management .....	MCC 24	199
<b>Ontario Heritage Properties Program .....</b>	<b>MCC 22</b>	<b>198</b>
<b>Ontario Highway Bridge Design Code .....</b>	<b>MTO 29</b>	<b>504</b>
<b>Ontario Highway Transport Board .....</b>	<b>MTO 66</b>	<b>524</b>
<b>Ontario Historical Studies Series (OHSS) .....</b>	<b>MCC 37</b>	<b>203</b>
<b>Ontario Home Renewal Program (OHRP) .....</b>	<b>HOUSING 34</b>	<b>325</b>
<b>Ontario Home Renewal Program for the Disabled .....</b>	<b>HOUSING 35</b>	<b>326</b>
<b>Ontario Honours and Awards Program, administration .....</b>	<b>MIA 3</b>	<b>346</b>
<b>Ontario House .....</b>	<b>MITT 22</b>	<b>336</b>
<b>Ontario Housing Corporation (OHC)</b>		
administrative support, consultation .....	HOUSING 12	307
employees, grievances .....	LABOUR 30	364
Metro Toronto .....	HOUSING 31	323
<b>Ontario Human Rights Commission .....</b>	<b>CITIZENSHIP 9</b>	<b>111</b>
<b>Ontario Hydro</b>		
advice, information .....	ENERGY 17	226
liaison, reporting to Legislature .....	ENERGY 1	220
Min of Energy Agency .....	ENERGY 19	226
<b>Ontario Hydro Electrical Inspection Program .....</b>	<b>ENERGY 19</b>	<b>226</b>
<b>Ontario Hydro Public Reference Centre .....</b>	<b>ENERGY 19</b>	<b>226</b>
<b>Ontario Institute for Studies in Education .....</b>	<b>MCU 9</b>	<b>117</b>
<b>Ontario Institute of Pedology .....</b>	<b>AG &amp; FOOD 31</b>	<b>53</b>
<b>Ontario Intercity Guide to Public Transportation .....</b>	<b>MTO 36</b>	<b>506</b>

		White Page
Ontario International Corporation (OIC) .....	MITT 29	340
Ontario Labour Relations Act, administration .....	LABOUR 29	364
Ontario Labour Relations Board .....	LABOUR 29	364
Ontario Law Reform Commission .....	ATT GEN 42	102
Ontario Legal Aid Act .....	ATT GEN 43	102
Ontario Legal Aid Plan (OLAP) .....	ATT GEN 43	102
Ontario Legislative Television Satellite Network Broadcast and Recording Office .....	LEGISLATIVE 7	34
Ontario Library Service Unit .....	MCC 18	197
Ontario Liquor Boards Employees Union (OLBEU) .....	LABOUR 30	364
Ontario Lottery Corporation .....	MTR 23	493
Ontario Mental Health Foundation .....	HEALTH 56	302
Ontario Milk Marketing Board laboratory results, milk analysis, reports .....	AG & FOOD 18	45
policy planning, Milk Act .....	AG & FOOD 14	44
Ontario Mineral Exploration Program (OMEP) Act administration .....	NDM 13	425
grants, exploration expenses .....	NDM 13	425
Ontario Municipal Audit Bureau .....	MUN AFF 6	370
Ontario Municipal Board administrative tribunal .....	ATT GEN 21	65
arbitration, case preparation .....	MTO 19	502
Board of Valuation, decisions, appeals .....	ATT GEN 25	67
Ontario Municipal Employees Retirement Board .....	MUN AFF 3	369
Ontario Municipal Improvement Corporation (OMIC) .....	TREASURY 19	532
Ontario Municipal Training Program subsidies, municipalities, students, employment .....	MUN AFF 13	372
Ontario Native Affairs Directorate .....	NAT AFF 1	381
Ontario Native Economic Support Program (ONESP) .....	CITIZENSHIP 7	109
Ontario New Home Warranties Plan Act, decisions, appeal .....	CCR 36	167
Ontario New Home Warranty Program (NHWP) .....	CCR 22	156
Ontario North Now, Ontario Place Corporation .....	NDM 5	419
Ontario Northland Transportation Commission (ONTC) .....	NDM 18	428
Ontario Pensioners Property Tax Assistance Act, appeals .....	REVENUE 8	434

Ontario Photo Cards, liquor, purchase, applications .....	CCR 38	168
Ontario Place Corporation .....	MTR 24	494
Ontario Plowmen's Association .....	AG & FOOD 34	54
Ontario Police Arbitration Commission .....	SOL GEN 49	480
Ontario Police College, Ontario Police Commission .....	SOL GEN 54	482
<b>Ontario Police Commission</b>		
advisory and supervisory body, police, Ontario .....	SOL GEN 50	481
Inspectorate Br .....	SOL GEN 51	481
Ontario Police College .....	SOL GEN 54	482
Support Services Br .....	SOL GEN 52	481
Technical Services Br .....	SOL GEN 53	481
Ontario Pork Industry Improvement Program .....	AG & FOOD 24	51
Ontario Provincial Police Association, liaison .....	SOL GEN 28	464
<i>Ontario Provincial Police, SEE police</i>		
<b>Ontario Public Library Information Network (OPLIN)</b>		
technical, advisory services, provision .....	MCC 19	197
<b>Ontario Public Service</b>		
collective bargaining .....	MBC 8	9
job openings .....	MBC 23	14
transferred, homes, sale, assistance .....	MGS 36	265
women's issues, policy, consultation .....	WOMEN 6	534
<b>Ontario Public Service employees</b>		
bargaining unit, classification, pay, policy .....	MBC 21	13
benefit plans, administration .....	MGS 15	258
children, care, advice .....	MGS 13	257
counselling, referral .....	MGS 13	257
health services .....	MGS 13	257
income tax, administration .....	MGS 15	258
insurance, data, administration .....	MGS 15	258
management positions, classification, pay, policy .....	MBC 20	13
non-bargaining, appeals, grievances .....	LABOUR 30	364
OHIP, information, administration .....	MGS 15	258
payroll, salary structures, administration .....	MGS 15	258
pensions, benefit plans .....	MBC 22	14
pensions, data, administration .....	MGS 15	258
safety, workplace .....	MGS 13	257
statistical analysis .....	MGS 15	258
work performance problems, advice to administrators .....	MGS 13	257
<i>see also Personnel Br entries</i>		



		White Page
<b>Ontario Public Service Employees Union</b>		
collective bargaining, colleges, academic & support staff,		
represent .....	MCU 11	117
grievances, hearings .....	LABOUR 30	364
<b>Ontario Quality of Working Life Centre</b> .....	LABOUR 5	349
<b>Ontario Quebec Exchange Fellowship</b> .....	MCU 8	116
<b>Ontario Quebec Student Exchange</b> .....	EDUC 4	208
<b>Ontario Race Relations Directorate</b> .....	CITIZENSHIP 8	110
<b>Ontario Racing Commission (ORC)</b> .....	CCR 28	159
<b>Ontario Renovation Information Centre</b>		
renovation techniques, products, demonstration project, public ..	HOUSING 18	312
<b>Ontario Research Foundation</b> .....	MITT 34	342
<b>Ontario Road Safety Annual Report</b> .....	MTO 48	510
<b>Ontario Science Centre</b>		
Min of Culture and Communications Agency .....	MCC 38	204
travelling exhibits .....	MCC 13	195
<b>Ontario Seasonal Housing Assistance Program</b> .....	AG & FOOD 8	41
<b>Ontario Securities Commission</b> .....	MFI 9	249
<b>Ontario Senior Citizens' Month</b>		
promotion, annual, June .....	CABINET 4	5
holders, drugs, free, eligibility .....	HEALTH 30	289
<b>Ontario Senior Citizens' Privilege Card</b>		
eligibility, inquiries, administration .....	HEALTH 44	296
<b>Ontario Share and Deposit Insurance Corporation (OSDIC)</b>		
credit unions, appeals .....	CCR 36	167
deposits, credit unions, caisses populaires .....	MFI 2	247
<b>Ontario Sheep Association, functions, identification</b> .....	AG & FOOD 21	46
<b>Ontario Sires Stakes, breeding incentives program</b> .....	CCR 28	159
<b>Ontario Skills Development Offices</b> .....	SKILLS 7	447
<b>Ontario Special Bursary Plan</b> .....	MCU 8	116
<b>Ontario Sports Centre</b> .....	MTR 10	485
<b>Ontario Sports Travelcade</b> .....	MTR 10	485
<b>Ontario Stock Yards Board</b> .....	AG & FOOD 40	57
<b>Ontario Student Assistance Program (OSAP)</b> .....	MCU 8	116
<b>Ontario Student Leadership Centre</b> .....	EDUC 4	208

<b>Ontario Student Loans Plan</b> .....	MCU 8	116
<b>Ontario Study Grant Plan</b> .....	MCU 8	116
<b>Ontario Summer Employment Program (OSEP)</b> .....	SKILLS 9	451
<b>Ontario Tax Credits</b>		
property, sales, political contribution .....	REVENUE 9	435
<b>Ontario Tax Grants</b>		
senior citizens, property tax, rent, sales .....	REVENUE 9	435
<b>Ontario Technology Centres</b> .....	MITT 30	340
<b>Ontario Telephone Service Commission (OTSC)</b>		
advice, Lieutenant Governor, policy direction .....	MCC 29	201
Min of Transportation Agency .....	MCC 39	204
<b>Ontario Training Strategy, college, vocational training</b> .....	MCU 6	115
<b>Ontario Training Trust Fund Program (OTTFP)</b> .....	SKILLS 7	447
<b>Ontario Travel Association Program, administration</b> .....	MTR 20	490
<b>Ontario Travel Information</b> .....	MTR 15	487
<b>Ontario Tree Improvement &amp; Forest Biomass Institute</b> .....	MNR 11	385
<b>Ontario Waste Management Corporation (OWMC)</b> .....	MOE 50	245
<b>Ontario Water Resources Act</b>		
appeals .....	MOE 49	244
enforcement, investigation .....	MOE 43	242
hearings, development proposals, impact .....	MOE 47	244
Plumbing Code .....	HOUSING 27	316
<b>Ontario Welcome House</b> .....	CITIZENSHIP 5	109
<b>Ontario Women's Directorate</b>		
Consultative Services Br .....	WOMEN 4	533
Family Violence Initiatives Unit .....	WOMEN 6	534
Finance and Administrative Services Section .....	WOMEN 7	534
Min Responsible for Women's Issues .....	WOMEN 2	533
Policy and Research Br .....	WOMEN 6	534
Program Development Br .....	WOMEN 3	533
Public Education Programs and Services (PEPS) Br .....	WOMEN 5	534
<b>Ontario Work-Study Plan</b> .....	MCU 8	116
<b>Ontario Young Farmer Credit Program</b> .....	AG & FOOD 8	41
<b>Ontario Young Travellers</b> .....	EDUC 4	208
<b>Ontario's Drug Benefit Plan</b> .....	HEALTH 29	288
<b>Ontario's Rent Registry</b> .....	HOUSING 14	310

		White Page
<b>Ontario's Training Strategy</b>		
college, vocational training .....	SKILLS 6	447
<b>Ontario-Quebec Commission for Cooperation</b>		
Arts Br, Arts Abroad .....	MCC 16	196
<b>Ontario-Quebec Commission for Cooperation (OQCC)</b>		
exchanges, Quebec .....	MIA 4	346
Min of Intergovernmental Affairs .....	MIA 5	347
<b>Ontario-Quebec School Twinning</b> .....	EDUC 4	208
<b>Ontario-Quebec Summer Job Exchange Program</b> .....	MBC 10	10
<b>ONTC (Ontario Northland Transportation Commission)</b> .....	NDM 18	428
<b>ONTERIS (Ont. Education Resources Information System)</b> .....	EDUC 17	214
<b>Ontour, arts, touring</b> .....	MCC 33	202
<b>Open Doors</b>		
non-traditional careers, women, link, students .....	WOMEN 3	533
<b>Operating Engineers Act</b> .....	CCR 24	157
<b>operating engineers, licences</b> .....	CCR 24	157
<b>Operating Formula Manual, universities</b> .....	MCU 5	115
<b>Operating Loan Guarantee Program</b> .....	AG & FOOD 8	41
<b>Operational Coordination Br</b> .....	COMSOC 5	121
<b>Operational Issues and Services Unit</b> .....	COMSOC 11	134
<b>Operational Policy and Standards Office</b> .....	MTO 52	511
<b>Operational Review Audit &amp; Investigation Br</b> .....	CORRECTIONS 1	171
<b>Operational Review Office</b> .....	MGS 4	254
<b>Operational Services Section</b> .....	MOE 36	240
<b>Operations and Technology Office</b> .....	MCC 27	200
<b>Operations Division</b>		
Min of Corrections .....	CORRECTIONS 9	174
Min of the Environment .....	MOE 33	237
<b>Operations Review and Audit Br</b>		
Min of Housing .....	HOUSING 8	306
Min of Municipal Affairs .....	HOUSING 8	306
<b>Operations, Regional</b>		
Administrative Services .....	MTO 58	515
Construction Office .....	MTO 59	515
Drivers and Vehicles Office .....	MTO 60	515
Engineering and Right-of-Way Office .....	MTO 61	522



Head Office .....	MTO 57	513
Maintenance Office .....	MTO 62	523
Municipal Roads Office .....	MTO 63	523
Remote Northern Transportation .....	MTO 64	523
Resources Planning and Scheduling .....	MTO 65	523
<b>OPLIN (Ontario Public Library Information Network) .....</b>	<b>MCC 19</b>	<b>197</b>
<b>OPP, district headquarters, detachments .....</b>	<b>SOL GEN 40</b>	<b>468</b>
<i>OPP,SEE police</i>		
<i>OPS,SEE Ontario Public Servi</i>		
<i>OPSEU,SEE Ontario Public Servi</i>		
<b>optometrists</b>		
college membership, appeals .....	HEALTH 48	297
OHIP claims, adjudication, monitoring .....	HEALTH 43	295
<b>OQCC (Ontario-Quebec Commission for Cooperation)</b>		
cultural, educational exchanges, promotion .....	MIA 5	347
exchanges, Quebec .....	MIA 4	346
<b>ORC (Ontario Racing Commission) .....</b>	<b>CCR 28</b>	<b>159</b>
<b>orchards, disease control .....</b>	<b>AG &amp; FOOD 20</b>	<b>45</b>
<b>orchestras, grants .....</b>	<b>MCC 33</b>	<b>202</b>
<b>Orders and Notices, publication .....</b>	<b>LEGISLATIVE 5</b>	<b>33</b>
<i>ores,SEE minerals</i>		
<b>ORF (Ontario Research Foundation) .....</b>	<b>MITT 34</b>	<b>342</b>
<b>ORFUS (Overpayment Recovery Follow-up System) .....</b>	<b>COMSOC 17</b>	<b>135</b>
<b>Organization Effectiveness Division .....</b>	<b>MBC 13</b>	<b>10</b>
<b>OSAP (Ontario Student Assistance Program) .....</b>	<b>MCU 8</b>	<b>116</b>
<b>OSCEPAP</b>		
Ontario Soil Conservation & Environmental Protection Assistance .....	AG & FOOD 30	53
<b>OSDIC (Ontario Share and Deposit Insurance Corporation) .....</b>	<b>MFI 2</b>	<b>247</b>
<b>OSEP (Ontario Summer Employment Program) .....</b>	<b>SKILLS 9</b>	<b>451</b>
<b>osteopaths</b>		
OHIP claims, adjudication, monitoring .....	HEALTH 43	295
<b>OTIFBI</b>		
Ontario Tree Improvement & Forest Biomass Institute .....	MNR 11	385
<b>OTSC (Ontario Telephone Service Commission) .....</b>	<b>MCC 39</b>	<b>204</b>

		White Page
Ottawa Congress Centre .....	MTR 25	494
OTTFP (Ontario Training Trust Fund Program) .....	SKILLS 7	447
Outreach Ontario .....	MCC 14	196
Overpayment Recovery Follow-up System (ORFUS) .....	COMSOC 17	135
OWA (Office of the Worker Adviser) .....	LABOUR 11	352
OWMC (Ontario Waste Management Corporation) .....	MOE 50	245
OWRA (Ontario Water Resources Act) .....	MOE 47	244
Pacific Rim Br .....	MITT 23	337
pages, Legislative Assembly .....	LEGISLATIVE 2	32
<i>paintings, SEE art</i>		
<b>Paperback and Periodical Distributors Act</b>		
consumer complaints, mediation .....	CCR 18	154
Registrar .....	CCR 16	153
<i>paperback books, SEE books</i>		
<b>parents</b>		
birth, adoption, disclosure, registry .....	COMSOC 25	138
sole support, family benefits .....	COMSOC 31	139
sole support, work incentive program .....	COMSOC 35	140
<b>PARIS (Police Automated Registration Info System) .....</b>	SOL GEN 33	466
<b>parking tags, payment .....</b>	ATT GEN 36	71
<b>parks</b>		
development, St. Clair Parkway Commission .....	MTR 26	494
information, tourist, publications .....	MTR 15	487
maps .....	MNR 23	393
operation, St. Lawrence Parks Commission .....	MTR 27	495
provincial, counselling, travel .....	MNR 3	383
provincial, films, information .....	MNR 30	396
provincial, information, publications, public, government .....	MNR 3	383
provincial, planning, management .....	MNR 30	396
provincial, policy, planning, development .....	MNR 31	402
provincial, revenue, collection .....	MNR 8	384
provincial, vacancy reports .....	MNR 30	396
<b>Parkway Belt West Plan</b>		
land use, regulations, implementation, amendments .....	MUN AFF 24	377
<b>Parliamentary Public Relations Office .....</b>	LEGISLATIVE 8	34
<i>parliament, SEE Legislature</i>		
<b>parole</b>		
inmates, Ontario Board of Parole, administration .....	CORRECTIONS 26	188

supervision, assistance, pre-parole reports .....	CORRECTIONS 9	174
<b>Part-Time Student Loans Plan (Canada Student Loans) .....</b>	<b>MCU 8</b>	<b>116</b>
<b>partnerships, registration, searches .....</b>	<b>CCR 33</b>	<b>166</b>
<b>Passenger Systems Office .....</b>	<b>MTO 36</b>	<b>506</b>
<b>patents</b>		
issuance, land, crown .....	MNR 20	392
mining, crown lands, applications .....	NDM 14	425
<b>Pathmakers, non-traditional careers, women, link .....</b>	<b>WOMEN 3</b>	<b>533</b>
<b>Pavement and Roadway Research Office .....</b>	<b>MTO 27</b>	<b>504</b>
<b>pavement management systems, performance .....</b>	<b>MTO 26</b>	<b>504</b>
<b>pay</b>		
bargaining unit, Ontario Public Service, policy .....	MBC 21	13
equal, for equal work, standards .....	LABOUR 9	350
management positions, Ontario Public Service, policy .....	MBC 20	13
minimum wage .....	LABOUR 9	350
vacation, public holidays, standards .....	LABOUR 9	350
<i>see also wages</i>		
<b>Pay Equity Act .....</b>	<b>LABOUR 1</b>	<b>348</b>
<b>Pay Equity Commission .....</b>	<b>LABOUR 1</b>	<b>348</b>
<b>Payment Processing Services .....</b>	<b>MGS 29</b>	<b>263</b>
<b>payroll</b>		
Ontario Public Service employees, administration .....	MGS 15	258
<i>see also the Accounting Br of each ministry</i>		
<b>PCBs, waste management .....</b>	<b>MOE 25</b>	<b>235</b>
<b>PCC (Public Complaints Commissioner) .....</b>	<b>ATT GEN 20</b>	<b>64</b>
<b>PCV (public commercial vehicles), licence issuance .....</b>	<b>MTO 50</b>	<b>511</b>
<b>Pension Benefits Act, administration .....</b>	<b>MFI 10</b>	<b>250</b>
<b>Pension Commission of Ontario .....</b>	<b>MFI 10</b>	<b>250</b>
<i>pensioners, SEE senior citizens</i>		
<b>pensions</b>		
dependents, job-related accidents, diseases .....	LABOUR 31	365
industry, plan administrators, public, information .....	MFI 10	250
information, advice to Management Board of Cabinet .....	MBC 12	10
Ontario Public Service employees, data, administration .....	MGS 15	258
Ontario Public Service employees, policy .....	MBC 22	14
Ontario Public Service employees, survivor, disability .....	MBC 25	14
plan, private (company), regulation, registration .....	MFI 10	250



		White Page
policy, Ontario, advice to Min of Treasury and Economics	TREASURY 13	530
Teachers' Superannuation Commission	EDUC 30	218
PEPS (Public Education Programs and Services)	WOMEN 5	534
<b>periodicals</b>		
distributors, consumer complaints, mediation	CCR 18	154
distributors, supervision, registration	CCR 16	153
distributors, unfair practices, cease and desist orders, appeals	CCR 36	167
grants	MCC 33	202
<b>permits</b>		
advertising, signs, utilites, entrances, buildings	MTO 6	498
ammunition, sale, manufacture	SOL GEN 47	479
development, Niagara Escarpment Commission	MUN AFF 1	369
entrances, provincial highways, advertising, buildings, structure	MTO 57	513
firearms, carrying, selling, transporting	SOL GEN 47	479
fishing, information	MNR 29	396
liquor, decisions, appeals	CCR 36	167
motor vehicles, oversize/overweight	MTO 60	515
oversize and overweight, motor vehicles, inquiries	MTO 53	512
vendors, taxable, goods, services	REVENUE 5	432
wells, petroleum, drilling	MNR 37	415
<b>Personal Property Security Act (PPSA)</b>		
administration	CCR 32	165
enquiries, interpretation	CCR 31	165
Personal Property Security Registration Br	CCR 32	165
<b>Personal Property Security Registration System (PPSR)</b>		
administration	CCR 32	165
registration, inquiry services	CCR 30	160
personal property, purchase, lien, investigation	CCR 32	165
<b>personnel</b>		
administrators, government, training advice, work problems	MGS 13	257
management, agricultural employment	AG & FOOD 34	54
management, provision, regional offices	MTO 65	523
<i>see also manpower</i>		
<b>Personnel Br</b>		
Cabinet Office (TREASURY, Personnel Br)	TREASURY 7	528
Human Resources Secretariat (Administrative Services Br)	MBC 16	12
Legislative Offices (Office of the Controller)	LEGISLATIVE 6	33
Min of Agriculture and Food (Human Resources Br)	AG & FOOD 12	43
Min of Community and Social Services (Management & Staff Development)	COMSOC 42	143
Min of Community and Social Services (Planning & Program Design)	COMSOC 46	144
Min of Consumer and Commercial Relations (Human Resources Br)	CCR 10	151

Min of Correctional Services (Human Resources Management Br) .....	CORRECTIONS 5	172
Min of Education (Human Resources Br) .....	EDUC 25	216
Min of Energy (TREASURY, Personnel Br) .....	TREASURY 7	528
Min of Financial Institutions (CCR, Human Resources Br) .....	CCR 10	151
Min of Government Services (Human Resources Services Br) .....	MGS 10	256
Min of Health (Human Resources Br) .....	HEALTH 50	298
Min of Housing (Human Resources Br) .....	HOUSING 7	306
Min of Industry, Trade and Technology (Human Resources Br) .....	MITT 27	339
Min of Intergov't Affairs (TREASURY, Personnel Br) .....	TREASURY 7	528
Min of Labour (Human Resources Br) .....	LABOUR 16	354
Min of Municipal Affairs (HOUSING, Human Resources Br) .....	HOUSING 7	306
Min of Natural Resources (Human Resources Br) .....	MNR 6	384
Min of Northern Development and Mines (Human Resources Br) .....	NDM 4	419
Min of Revenue (Personnel Services Br) .....	REVENUE 23	442
Min of Skills Development (TREASURY, Personnel Br) .....	TREASURY 7	528
Min of the Attorney General (Human Resources Br) .....	ATT GEN 16	63
Min of the Environment (Human Resources Br) .....	MOE 5	229
Min of the Solicitor General (Human Resources Services Br) .....	SOL GEN 8	454
Min of the Solicitor General (Staff Services Br, OPP) .....	SOL GEN 28	464
Min of Tourism and Recreation (Human Resources Br) .....	MTR 6	484
Min of Transportation (Human Resources Br) .....	MTO 13	500
Min of Treasury and Economics .....	TREASURY 7	528
Office of the Premier (TREASURY, Personnel Br) .....	TREASURY 7	528
Ontario Energy Board (TREASURY, Personnel Br) .....	TREASURY 7	528
<b>pest control</b>		
advice, public .....	MOE 13	231
forests, advice .....	MNR 12	386
government publications, review, research report .....	MOE 51	245
<b>Pest Diagnostic and Advisory Clinic</b> .....	AG & FOOD 28	52
<b>pesticides</b>		
consulting, educational, service .....	MOE 12	231
detection, measurement .....	AG & FOOD 27	52
government publications, review, research report .....	MOE 51	245
information, commercial growers .....	AG & FOOD 26	52
licences, sale, use .....	MOE 39	241
new products, classification .....	MOE 51	245
Pesticide Control Program, technical support .....	MOE 13	231
Pesticides Advisory Committee, technical support .....	MOE 13	231
pollution, appeals .....	MOE 49	244
<b>Pesticides Act</b>		
administration .....	MOE 12	231
enforcement, investigation .....	MOE 43	242
review .....	MOE 51	245

	White Page
Pesticides Advisory Committee .....	MOE 51 245
petrochemical, feedstocks, policy, supply, pricing .....	ENERGY 8 222
petroleum	
policy, products, supply, pricing, distribution .....	ENERGY 8 222
products, government, purchase .....	MTO 15 500
wells, drilling, permits .....	MNR 37 415
wells, locations, status, maps .....	MNR 37 415
<i>see also fuels</i>	
Petroleum Resources Act, administration .....	MNR 37 415
Petroleum Resources Program .....	MNR 37 415
Pharmaceutical Services .....	HEALTH 29 288
pharmaceuticals	
advice, government, pharmacists, industry, public .....	HEALTH 28 288
services, liaison .....	HEALTH 29 288
standards, quality, health care institutions .....	HEALTH 28 288
<i>see also drugs; medicines</i>	
pharmacists	
advice, standards, practice of pharmacy .....	HEALTH 28 288
college membership, appeals .....	HEALTH 48 297
Pharmacy Services .....	CORRECTIONS 15 186
<i>photocopying, SEE Administrative Servi</i>	
photographers, grants .....	MCC 33 202
photographs	
aerial .....	MNR 35 409
aerial, highways .....	MTO 61 522
aerial, remote sensing .....	MNR 25 395
historical, archives .....	MCC 25 200
physicians	
bursaries, students, underserved areas .....	HEALTH 20 285
college membership, appeals .....	HEALTH 48 297
OHIP claims, adjudication, monitoring .....	HEALTH 43 295
prescriptions, free, eligibility .....	HEALTH 30 289
professionals, incentives, practice, underserved areas .....	HEALTH 20 285
referral, Assistive Devices Program .....	HEALTH 31 289
physiotherapy	
bursaries, students, underserved areas .....	HEALTH 20 285
home care program, School Health Service .....	HEALTH 5 272
OHIP claims, adjudication, monitoring .....	HEALTH 43 295
professionals, incentives, practice, underserved areas .....	HEALTH 20 285
Phytotoxicology Section .....	MOE 21 233



<b>pictures, historical, archives</b> .....	MCC 25	200
<i>pillows, SEE upholstered and stuff</i>		
<b>pits and quarries</b>		
health, safety, employees, promotion .....	LABOUR 24	361
revenue, collection .....	MNR 8	384
<b>Pits and Quarries Control Act (PQCA), administration</b> .....	MNR 19	392
<b>Placement Coordination Services</b> .....	HEALTH 7	275
<b>Planning Act</b>		
application, appeals, Ontario Municipal Board .....	ATT GEN 21	65
documents, review, approve .....	MUN AFF 24	377
<b>Planning and Administration Division</b> .....	MTR 3	483
<b>Planning and Development Group</b>		
Management Planning and Liaison Unit .....	SKILLS 4	446
Program Development and Evaluation Unit .....	SKILLS 4	446
<b>Planning and Management Group</b> .....	MIA 2	346
<b>Plans Administration Branches</b> .....	MUN AFF 24	377
<b>Plant Industry Br</b> .....	AG & FOOD 26	52
<b>Plant Location and Municipal Liaison Section</b> .....	MITT 19	335
<b>plants</b>		
analysis, pollution .....	AG & FOOD 27	52
diseases, identification .....	AG & FOOD 28	52
native, ornamental, poisonous, horticultural, information .....	MCC 40	204
ornamental, air pollution, damage, investigation .....	MOE 21	233
<i>see also agriculture; crops; horticulture</i>		
<b>plaques</b>		
commemorative, historical, grants .....	MCC 22	198
historical, erection .....	MCC 36	203
<b>platform lifts</b> .....	CCR 25	157
<b>playwrights, grants</b> .....	MCC 33	202
<b>Plowmen's Association</b> .....	AG & FOOD 34	54
<b>plumbers, certification</b> .....	SKILLS 8	448
<b>Plumbing Code</b>		
regulation, Ontario Water Resources Act, administration .....	HOUSING 27	316
<b>PLUS (Portable Living Units for Seniors)</b> .....	HOUSING 20	313
<b>PMAS (Provincial Municipal Affairs Secretariat)</b> .....	MUN AFF 12	372

	White Page
poets, grants .....	MCC 33 202
Polar Bear Express, rail passenger service .....	NDM 18 428
<b>POLARIS</b>	
Province of Ontario Land Registration and Information System .....	CCR 30 160
<b>police</b>	
advice to, justice, administration .....	ATT GEN 6 60
arbitration, OPP, monitor, evaluate, improve .....	SOL GEN 49 480
assistance, criminal investigation .....	SOL GEN 42 478
auxiliary, uniforms, equipment, forms, supply .....	SOL GEN 32 465
communication system .....	SOL GEN 33 466
communications .....	SOL GEN 53 481
complaints, public, investigation .....	ATT GEN 20 64
computer systems .....	SOL GEN 53 481
discipline, misconduct, jurisdiction .....	SOL GEN 50 481
forces, advice, supervision .....	SOL GEN 50 481
forces, governing authorities, advice .....	SOL GEN 51 481
municipal, manpower, workload, deployment, studies .....	SOL GEN 52 481
municipalities, inspections, requirements, Police Act .....	SOL GEN 51 481
Native peoples policing, uniforms, equipment, forms, supply .....	SOL GEN 32 465
Native peoples, OPP .....	SOL GEN 39 468
OPP, auxiliary police .....	SOL GEN 36 467
OPP, auxiliary, public complaints, resolution .....	SOL GEN 24 463
OPP, district headquarters, detachments .....	SOL GEN 40 468
OPP, recruitment, personnel services .....	SOL GEN 28 464
OPP, training, specialized courses .....	SOL GEN 27 464
OPP, transportation, mobile equipment, provision, maintenance .....	SOL GEN 31 465
provincial, public inquiries, information .....	SOL GEN 29 465
radio services, upgrading .....	SOL GEN 53 481
service, coordination, organization, advice .....	SOL GEN 50 481
technical support, advice .....	SOL GEN 53 481
training, Ontario Police College .....	SOL GEN 54 482
<b>Police Act</b>	
arbitration, OPP, monitor, evaluate, improve .....	SOL GEN 49 480
offences, investigation, trials, preparation .....	SOL GEN 24 463
requirements, inspection, municipal police forces .....	SOL GEN 51 481
Police Automated Registration Information System .....	SOL GEN 33 466
Policy Analysis and Research Br .....	EDUC 2 207
Policy and Corporate Planning Br .....	CORRECTIONS 4 172
<b>Policy and Development Division</b>	
Federal/Provincial Relations Group .....	SKILLS 4 446
Planning and Development Group .....	SKILLS 4 446
Policy and Planning Br .....	SKILLS 4 446

**Policy and Planning Br**

Min of Consumer and Commercial Relations .....	CCR 2	148
Min of Skills Development .....	SKILLS 4	446
Min of the Environment .....	MOE 4	229
OPP, Min of the Solicitor General .....	SOL GEN 25	463

<b>Policy and Planning Secretariat .....</b>	<b>MNR 1</b>	<b>382</b>
--	--------------	------------

<b>Policy and Regulations Development Br .....</b>	<b>LABOUR 19</b>	<b>355</b>
--	------------------	------------

<b>Policy and Research Br .....</b>	<b>WOMEN 6</b>	<b>534</b>
-------------------------------------	----------------	------------

<b>Policy and Technology Division .....</b>	<b>MITT 30</b>	<b>340</b>
---	----------------	------------

<b>Policy Br .....</b>	<b>LABOUR 8</b>	<b>350</b>
------------------------	-----------------	------------

<b>Policy Coordination Unit .....</b>	<b>COMSOC 3</b>	<b>120</b>
---------------------------------------	-----------------	------------

<b>Policy Development and Coordination Br .....</b>	<b>SOL GEN 1</b>	<b>452</b>
---	------------------	------------

<b>Policy Development and Research Division .....</b>	<b>HEALTH 19</b>	<b>285</b>
---	------------------	------------

<b>Policy Development Division .....</b>	<b>ATT GEN 4</b>	<b>60</b>
--	------------------	-----------

*policy manuals, SEE Administrative Servi*

<b>Policy Services Br .....</b>	<b>CITIZENSHIP 6</b>	<b>109</b>
---------------------------------	----------------------	------------

**political**

advertising, limitations .....	LEGISLATIVE 11	35
candidates, historical information .....	LEGISLATIVE 12	35
candidates, parties, expenses, limitations, subsidies .....	LEGISLATIVE 11	35
candidates, parties, registration .....	LEGISLATIVE 11	35
contributions, limitations .....	LEGISLATIVE 11	35
contributions, taxation, credits .....	REVENUE 9	435

**pollution**

air, index, research .....	MOE 19	233
air, noise, appeals .....	MOE 49	244
air, soils, crops, damage, investigation .....	MOE 21	233
automotive, air, planning, strategy .....	MOE 20	233
contaminants, spills, control, planning .....	MOE 42	242
detection, measurement .....	AG & FOOD 27	52
industrial, prevention .....	MOE 23	234
spills damage, compensation applications .....	MOE 53	246
<i>see also environment; waste</i>		

**pollution control**

analytical support, laboratory services .....	MOE 22	234
equipment, guidelines, specifications .....	MOE 37	241
equipment, installation, financial assistance .....	MITT 35	342
facilities, municipalities, capital project, coordination .....	MOE 40	242
facilities, technical design, review .....	MOE 38	241
industrial .....	MOE 33	237



	White Page
municipalities .....	MOE 33 237
staff training .....	MOE 5 229
wastewater, strategies, treatment facilities, databases .....	MOE 32 237
population, municipalities, information .....	MUN AFF 12 372
pornography, investigation, control .....	SOL GEN 43 478
Portable Living Units for Seniors (PLUS) .....	HOUSING 20 313
Portfolio Management Br .....	MGS 38 266
POSO (Province of Ontario Savings Office) .....	REVENUE 24 443
Potato Financial Protection Program .....	AG & FOOD 20 45
poultry	
disease, testing .....	AG & FOOD 25 51
management, assistance .....	AG & FOOD 22 46
research .....	AG & FOOD 35 54
slaughtering, inspection .....	AG & FOOD 21 46
turkey processors, licences .....	AG & FOOD 14 44
Poultry Shows Assistance Program .....	AG & FOOD 8 41
Power Corporation Act .....	ATT GEN 25 67
PPSA (Personal Property Security Act) .....	CCR 32 165
PPSR (Personal Property Security Registration System)	
Personal Property Security Registration Br .....	CCR 32 165
Real Property Registration Br .....	CCR 30 160
pre-school education, TVOntario .....	MCC 34 202
<i>pregnancy leave, SEE Employment Standards</i>	
prejudice, resource material .....	MCC 6 192
Premier's Council Secretariat .....	MITT 3 330
Premier's Council/Technology Fund	
coordination, operation .....	MITT 3 330
Prepaid Hospital & Medical Services Act, administration .....	MFI 4 248
Preparation for Independence (PFI) .....	COMSOC 38 141
<i>prescriptions, SEE drugs</i>	
Preserving Ontario's Architecture Program .....	MCC 22 198
Press Clipping Service .....	LEGISLATIVE 10 35
Press Gallery Lounge .....	LEGISLATIVE 6 33
pressure vessels	
design, repair, inspection, safety .....	CCR 24 157

Pressure Vessels Safety Br .....	CCR 24	157
PRIDE Program .....	MUN AFF 21	376
Printing Services .....	MGS 19	259
<i>prisoners, SEE inmates</i>		
<i>prisons, SEE correctional institu</i>		
Private Investigators and Security Guards Section, OPP .....	SOL GEN 48	480
private schools		
inspection .....	EDUC 8	209
inspection, administration .....	EDUC 6	209
Private Sewage Program, review, coordination .....	MOE 37	241
Private Vocational Schools .....	MCU 7	116
Privy Seal, Certificates of Appointment .....	MGS 32	263
probation		
supervision, assistance .....	CORRECTIONS 9	174
youth, supervision .....	COMSOC 10	130
Probation and Community Services Section .....	CORRECTIONS 23	187
procurement, government, assistance, Ontario companies .....	MITT 14	333
producer marketing board .....	AG & FOOD 14	44
Professional Development Br .....	EDUC 19	215
Professional Services Br .....	HEALTH 43	295
Professional Standards Br, OPP .....	SOL GEN 24	463
Program Development & Operational Support Br .....	NDM 11	424
Program Development Br .....	WOMEN 3	533
Program Evaluation Br, OPP .....	SOL GEN 26	464
Program Implementation and Review Br .....	EDUC 6	209
Program Services Br .....	HEALTH 42	295
Program Support and Coordination .....	CORRECTIONS 21	187
Program Technology Br .....	COMSOC 51	146
Programs and Estimates Division .....	MBC 3	7
Programs and Technology Division .....	ENERGY 12	223
programs, foreign government officials, special events .....	MIA 1	345
Progressive Conservative Party Caucus Office .....	LEGISLATIVE 15	36

	White Page
<b>Project Engineering Br</b>	
Claims, Contracts, Specifications and Audit Section .....	MOE 41 242
Project Engineering Section .....	MOE 40 242
<b>Project Engineering Section</b> .....	MOE 40 242
<b>Project Management Br</b> .....	MGS 43 270
<b>Project WILD</b> .....	MNR 32 402
<b>projectionists, licences</b> .....	CCR 19 155
<b>Proof in Solemn Form of Lost Wills</b> .....	ATT GEN 32 69
<b>propane</b>	
facilities, licences .....	CCR 26 158
fitters, handlers, certification .....	CCR 26 158
<i>see also fuels</i>	
<b>Property Law Br</b> .....	CCR 31 165
<b>Property Management Division</b> .....	MGS 40 267
<b>Property Management Support Program</b> .....	HOUSING 19 312
<b>Property Office</b> .....	MTO 19 502
<b>Property Tax Grant</b>	
senior citizens .....	REVENUE 9 435
<i>property tax, SEE real property, taxation</i>	
<i>property, real, SEE real property</i>	
<b>proprietorships, registration, searches</b> .....	CCR 33 166
<b>prosecutions</b>	
federal, provincial statutes .....	ATT GEN 6 60
minor offences .....	ATT GEN 36 71
private summary conviction, intervention .....	ATT GEN 6 60
special .....	ATT GEN 7 61
<b>prospectus, securities, exemption, processes</b> .....	MFI 9 249
<b>prosthetics, special welfare assistance</b> .....	COMSOC 32 139
<b>protocol inquiries</b> .....	MIA 3 346
<b>Province of Ontario Savings Office (POSO)</b> .....	REVENUE 24 443
<b>Provincial Auctioneers Act, administration</b> .....	AG & FOOD 21 46
<b>Provincial Auditor</b> .....	LEGISLATIVE 17 37
<b>Provincial Auto Extrication Grant Program</b> .....	SOL GEN 18 459
<b>Provincial Court (Civil Division)</b>	
Small Claims Court .....	ATT GEN 33 69



Small Claims Court Referees .....	ATT GEN 34	70
<b>Provincial Court (Criminal Division)</b>		
cases, Criminal Code of Canada, young offenders (age 16-17) .....	ATT GEN 35	70
Defaulted Fines Control Centre .....	ATT GEN 37	71
Metro Toronto Forensic Service .....	ATT GEN 38	71
Provincial Offences Court .....	ATT GEN 36	71
<b>Provincial Court (Family Division)</b> .....	ATT GEN 39	72
<b>Provincial Highways Program</b>		
program delivery .....	MTO 57	513
scheduling, expenditure control .....	MTO 12	499
<b>Provincial Land Tax Act, administration</b> .....	REVENUE 4	431
<b>Provincial Land Tax, assessment</b> .....	REVENUE 14	437
<b>Provincial Lottery</b>		
administration .....	MTR 23	493
<b>provincial municipal</b>		
relations, programs, advice .....	MUN AFF 12	372
transfer payments .....	MUN AFF 6	370
<b>Provincial Municipal Affairs Secretariat (PMAS)</b> .....	MUN AFF 12	372
<b>Provincial Offences Act</b>		
prosecutions, provincial offences .....	ATT GEN 36	71
<b>Provincial Offences Court</b> .....	ATT GEN 36	71
<b>Provincial Parks and Recreational Areas Br</b> .....	MNR 30	396
<b>Provincial Parks Council</b> .....	MNR 31	402
<b>Provincial Pesticide Residue Testing Laboratory</b> .....	AG & FOOD 27	52
<b>Provincial School Attendance Counsellor, services</b> .....	EDUC 6	209
<b>Provincial Schools Authority</b>		
Min of Correctional Services .....	EDUC 28	217
Min of Education .....	EDUC 28	217
<b>Provincial/Municipal Relations Unit</b> .....	COMSOC 3	120
<b>psychiatric</b>		
assessments, criminal offences .....	ATT GEN 38	71
hospitals, administration .....	HEALTH 34	291
hospitals, program, policy development .....	HEALTH 33	290
patients, estates, management .....	ATT GEN 11	62
patients, home care, licences, inspection .....	HEALTH 36	292
patients, involuntary, mental health review .....	HEALTH 48	297
research, education, diagnosis, treatment, hospital .....	HEALTH 53	300

		White Page
services, correctional institutions .....	CORRECTIONS 12	185
<i>see also mentally ill</i>		
Public Accounts .....	TREASURY 10	529
Public and Safety Information Br .....	MTO 1	496
Public Commercial Vehicle Operating Licence, Class L .....	MTO 50	511
Public Commercial Vehicles Act		
administration .....	MTO 50	511
proposed legislation, draft preparation .....	MTO 48	510
public complaints		
OPP, auxiliary police, Indian reserve constables, resolution .....	SOL GEN 24	463
Public Complaints Commissioner, Office of .....	ATT GEN 20	64
Public Education and Program Promotion Unit .....	COMSOC 23	137
Public Education Programs and Services (PEPS) Br .....	WOMEN 5	534
Public Enquiry Centre, programs, walk-in service .....	REVENUE 11	436
public finance		
library .....	REVENUE 21	442
statistics .....	TREASURY 10	529
public health		
coordination, leadership, support .....	HEALTH 9	276
dentistry, consultation .....	HEALTH 12	277
disease trends, controls, consultation .....	HEALTH 10	277
family planning, consultation .....	HEALTH 12	277
inspection, consultation .....	HEALTH 12	277
laboratories .....	HEALTH 14	280
nursing consultation .....	HEALTH 12	277
nutrition consultation .....	HEALTH 12	277
programs, services, local, monitoring .....	HEALTH 8	276
province-wide needs, identification, response .....	HEALTH 12	277
<i>see also health</i>		
Public Health Agencies .....	HEALTH 13	277
Public Health Br		
AIDS Section .....	HEALTH 11	277
Disease Control and Epidemiology Service .....	HEALTH 10	277
Min of Health .....	HEALTH 9	276
Public Health Resource Service .....	HEALTH 12	277
Public Health Resource Service .....	HEALTH 12	277
public hearings, rulings, races, appeals, review .....	CCR 28	159
Public Information .....	SOL GEN 19	461
Public Information Centre .....	MNR 3	383

Public Inquiries Act .....	ATT GEN 46	103
Public Institutions Inspection Act, administration .....	ATT GEN 15	63
Public Lands Act		
administration .....	MNR 17	391
resource access, regulation of .....	MNR 16	390
Public Lands Section .....	MNR 17	391
<i>public lands, SEE crown lands</i>		
Public Libraries Unit .....	MCC 17	196
<i>public libraries, SEE libraries, public</i>		
Public Sector Pensions Advisory Board .....	MBC 12	10
Public Service Appeal Boards .....	LABOUR 30	364
Public Service Classification Rating Committee .....	LABOUR 30	364
Public Service Grievance Board .....	LABOUR 30	364
Public Service Superannuation Act .....	MGS 15	258
Public Service Superannuation Board .....	MBC 25	14
<i>Public Service, SEE Ontario Public Servi</i>		
Public Tenders Office .....	MGS 17	258
Public Transportation and Highway Improvement Act .....	MTO 40	508
Public Trustee Br. ....	ATT GEN 11	62
Public Vehicles Act		
administration .....	MTO 50	511
proposed legislation, draft preparation .....	MTO 48	510
publications		
activities, Municipal Management Practices Br .....	MUN AFF 16	373
Agriculture & Food, public distribution .....	AG & FOOD 1	39
checklist, catalogue, bilingual .....	LEGISLATIVE 10	35
Courier Newsletter .....	CABINET 2	4
directories, government information .....	MGS 22	260
Directory of Accommodation for Seniors in Ontario .....	CABINET 4	5
disabled, employment search, equity .....	LABOUR 6	349
drinking and driving .....	ATT GEN 1	59
drugs, listings, interchangeable products, Drug Benefit Formulary .....	HEALTH 28	288
Especially for Seniors .....	CABINET 5	6
exercise, sports, fitness, promotion .....	MTR 10	485
Fire Losses in Ontario .....	SOL GEN 20	462
government, free, priced, Access Ontario .....	MGS 26	261
government, inventory control, distribution .....	MGS 27	262



	White Page
Guide for Disabled Drivers in Ontario .....	CABINET 2 4
Guide for Senior Citizens .....	CABINET 4 5
Guide to Ont Government Prog & Services for Disabled Persons .....	CABINET 2 4
guides, registration, debtor name enquiry, motor vehicle enquiry .....	CCR 32 165
home renovations, advice, public, contractors .....	HOUSING 18 312
interchangeable drug products, Drug Benefit Formulary .....	HEALTH 29 288
Inventory of Ont Government Programs & Services for Disabled Persons .....	CABINET 2 4
labour relations .....	LABOUR 29 364
Landmarks, Min of Natural Resources .....	MNR 2 382
legal information, public .....	ATT GEN 1 59
Min of Industry, Trade and Technology .....	MITT 1 329
Ontario Communications Handbook .....	MCC 26 200
Ontario Communications News .....	MCC 26 200
Ontario Intercity Guide to Public Transportation .....	MTO 36 506
taxation .....	REVENUE 11 436
technical reports, in-house research, funded projects .....	MTO 31 505
technical, highways, materials, construction, interaction .....	MTO 26 504
technical, transportation .....	MTO 42 508
<i>see also the Communications Br of each ministry</i>	
Publications Services .....	MGS 27 262
publicationsng Service	
publishing	
books, loans .....	MCC 12 195
grants .....	MCC 33 202
research, contracts, findings .....	EDUC 2 207
<i>pulp and paper industry, SEE forest industries</i>	
<i>pupils, SEE students</i>	
Purchasing Services Br	
Assets Disposal Service .....	MGS 20 260
Collective Purchasing Section .....	MGS 17 258
Office Products Centre .....	MGS 18 259
Printing Services .....	MGS 19 259
Supplier Information Service .....	MGS 16 258
purchasing, government	
agreements, government-wide establishment .....	MGS 17 258
insurance .....	MGS 31 263
printing services .....	MGS 19 259
procurement, Canadian content, supplier development .....	MITT 14 333
<i>see also the Administrative Services Br in each ministry</i>	
Purebred Beef Cattle Sales Assistance Policy .....	AG & FOOD 8 41
Purebred Sheep Sales Assistance Policy .....	AG & FOOD 8 41

PV (public vehicles), licence issuance .....	MTO 50	511
Quality of Working Life Centre .....	LABOUR 5	349
quarries, <i>SEE pits and quarries</i>		
Quarter Century Club .....	MBC 22	14
Quartermaster Stores Br, OPP .....	SOL GEN 32	465
Quebec exchanges, promotion .....	MIA 5	347
Queen Elizabeth II Ontario Scholarship .....	MCU 8	116
Queen's Park Switchboard .....	MGS 26	261
QWL (Quality of Working Life) .....	LABOUR 5	349
Rabies Indemnification Program .....	AG & FOOD 8	41
rabies, vaccine, provision .....	HEALTH 10	277
Race Relations Directorate, Ontario .....	CITIZENSHIP 8	110
Race Track Assistance Program, administration .....	CCR 28	159
Race Tracks Tax Act, administration .....	REVENUE 5	432
Race Tracks Tax Sharing Arrangement administration, program, returns, purse, racing industry .....	CCR 28	159
racial attack advice service .....	ATT GEN 7	61
racing		
horse, improprieties, investigations .....	SOL GEN 43	478
horse, supervision, licences .....	CCR 28	159
tracks, taxation, collection, administration .....	REVENUE 5	432
radiation		
occupational, protection .....	LABOUR 22	359
radioactive material, licenced users, information .....	SOL GEN 15	456
radioactive wastes, management .....	MOE 25	235
Radiation Protection Service .....	LABOUR 22	359
radio		
communication systems, specialized services, telecommunications .....	MGS 33	264
<i>see also broadcasts, CJRT-FM</i>		
radio services		
OPP .....	SOL GEN 33	466
police, upgrading, grants .....	SOL GEN 53	481
rail		
companies, liaison .....	MTO 35	506
services, Northern Ontario .....	NDM 18	428

	White Page
transit, research .....	MTO 44 509
transportation, policy .....	MTO 35 506
<b>Rail Office</b> .....	MTO 35 506
<b>Rail Technology and Systems Office</b> .....	MTO 44 509
<i>reading rooms, SEE Ministry reading roo</i>	
<b>Real Estate and Business Brokers Act</b>	
consumer complaints, mediation .....	CCR 18 154
Min of Consumer and Commercial Relations .....	CCR 14 152
registration .....	CCR 12 151
<b>real estate brokers</b>	
registration .....	CCR 14 152
unfair practices, cease and desist orders, appeals .....	CCR 36 167
<i>real estate, SEE real property</i>	
<b>real property</b>	
acquisition, government, policies, procedures .....	MTO 19 502
acquisitions, disposal, highway, improvement .....	MTO 61 522
assessment .....	REVENUE 14 437
assessment, complaints .....	ATT GEN 22 65
assessment, library .....	REVENUE 21 442
buildings, provincially-occupied, policy, standards, guidelines .....	MGs 40 267
damage, compensation, Power Corporation Act .....	ATT GEN 25 67
deeds, titles, plans, descriptions, encumbrances, registration .....	CCR 30 160
expropriation, disputes, negotiation .....	ATT GEN 24 67
foreign, description, terms of sale .....	CCR 14 152
government, highways, acquisition, management .....	MTO 61 522
government, leased, acquisition, claims, payment .....	MGs 40 267
provincial, payments to municipalities in lieu of taxation .....	MUN AFF 13 372
services, leasing, parking .....	SOL GEN 9 454
taxation, credits .....	REVENUE 9 435
taxation, forest, owners, financial assistance .....	MUN AFF 13 372
taxation, forests, owners, reduction, grants .....	MNR 12 386
taxation, senior citizens, grants .....	REVENUE 9 435
<i>see also land</i>	
<b>Real Property Registration Br</b> .....	CCR 30 160
<b>Reciprocity and Prorate Office</b> .....	MTO 56 512
<b>Record of Performance (ROP)</b>	
livestock, improvement programs .....	AG & FOOD 24 51
<b>records</b>	
adoptions, births, still-births .....	CCR 35 167
children's, review, access, unauthorized disclosure .....	COMSOC 19 136
deaths .....	CCR 35 167
divorces, marriages, name, changes .....	CCR 35 167



government, inactive, storage .....	MGS 23	261
<b>Records Centre Services</b> .....	MGS 23	261
<b>records management</b>		
advice, training courses .....	MCC 25	200
Min of Correctional Services .....	CORRECTIONS 6	173
Min of Culture and Communications .....	MCC 5	191
Min of Housing .....	HOUSING 10	307
Min of Municipal Affairs .....	HOUSING 10	307
Min of Northern Development and Mines .....	NDM 8	420
storage, retrieval services .....	MGS 23	261
<i>see also the Administrative Services Br of each ministry</i>		
<b>Records Management Br, OPP</b> .....	SOL GEN 30	465
<b>Records Section</b> .....	CCR 33	166
<b>recreation</b>		
areas, planning, management .....	MNR 30	396
boating, information .....	MNR 28	396
consulting, development, programs, resources, access .....	MTR 20	490
development, St. Clair Parkway Commission .....	MTR 26	494
facilities, winter, summer, St. Lawrence Parks Commission .....	MTR 27	495
land management, grants .....	MNR 15	387
Niagara Parks Commission .....	MTR 22	493
Ontario Place .....	MTR 24	494
outdoor, opportunities, counselling, travel .....	MNR 3	383
research .....	MTR 11	486
resource material .....	MCC 6	192
training, consultation, organizations, resources development .....	MTR 11	486
<i>see also leisure, community centres</i>		
<b>Recreation Br</b> .....	MTR 11	486
<b>recycling</b>		
liquid industrial, hazardous wastes, provincial program .....	MOE 50	245
waste, incentives, initiatives .....	MOE 24	235
<b>Recycling Advisory Committee</b> .....	MOE 52	246
<b>Red Meat Development Program, coordination</b> .....	AG & FOOD 24	51
<b>reforestation</b>		
management, grants .....	MNR 15	387
<b>refrigeration mechanics, certification</b> .....	SKILLS 8	448
<b>refrigeration plants, registration, classification</b> .....	CCR 24	157
<b>refugees</b>		
health insurance .....	HEALTH 39	294

		White Page
language training, orientation, settlement . . . . .	CITIZENSHIP 4	108
<i>see also immigrants</i>		
Regional and Community Development Br . . . . .	NDM 10	423
Regional Dispatch Centres, Fire Investigation Services . . . . .	SOL GEN 16	456
Regional Offices . . . . .	EDUC 8	209
Regional Organization		
Children's and Adults' Operations . . . . .	COMSOC 8	123
Facilities for Developmentally Handicapped . . . . .	COMSOC 9	129
Youth Corrections Program . . . . .	COMSOC 10	130
Regional Schools for Nursing Assistants . . . . .	EDUC 16	213
Regional Services . . . . .	MCC 10	193
Registered Insurance Brokers of Ontario Act . . . . .	MFI 4	248
Registrar General Br . . . . .	CCR 35	167
Registrar's Office, Local . . . . .	ATT GEN 29	68
registration		
amusement devices, elevating devices, installation, repair . . . . .	CCR 25	157
animals for research, facilities . . . . .	AG & FOOD 24	51
apiaries . . . . .	AG & FOOD 20	45
applications, insurance, companies . . . . .	MFI 6	248
births, still-births, parentage . . . . .	CCR 35	167
builders, new homes . . . . .	CCR 22	156
business, dissolution, withdrawal . . . . .	CCR 33	166
business, partnerships, proprietorships . . . . .	CCR 33	166
businesses, file . . . . .	CCR 12	151
commodity dealers, salespersons, stockbrokers . . . . .	MFI 9	249
compression plants . . . . .	CCR 24	157
condominiums, plans . . . . .	CCR 30	160
contractors, work covered under Energy Act, Gasoline		
Handling Act . . . . .	CCR 26	158
corporations, name other than corporate name . . . . .	CCR 33	166
corporations, securities . . . . .	CCR 33	166
deaths . . . . .	CCR 35	167
financing statements . . . . .	CCR 32	165
individuals, corporations, appeals, denials, suspensions . . . . .	CCR 36	167
loans . . . . .	CCR 32	165
marriages, persons authorized to perform . . . . .	CCR 35	167
motor vehicle, commercial, reciprocity agreements . . . . .	MTO 56	512
motor vehicles, dealers, salespersons, control, supervision . . . . .	CCR 13	152
motor vehicles, sale price . . . . .	CCR 32	165
name changes . . . . .	CCR 35	167
private (company), pension plans . . . . .	MFI 10	250
property, personal, sale price . . . . .	CCR 32	165
real estate, business brokers, salespersons . . . . .	CCR 14	152

real property, deeds, titles, plans, descriptions, encumbrances .....	CCR 30	160
refrigeration plants .....	CCR 24	157
rent, increases .....	HOUSING 14	310
security agreements .....	CCR 32	165
steam plants .....	CCR 24	157
survey, deeds, mortgages, documents .....	CCR 30	160
travel agents, wholesalers .....	CCR 15	152
upholstered and stuffed articles, manufacturers, renovators .....	CCR 27	159

**Registration Br**

Chief Provincial Firearms Officer .....	SOL GEN 47	479
Private Investigators and Security Guards Section, OPP .....	SOL GEN 48	480

<b>Registration Division</b> .....	CCR 29	160
------------------------------------	--------	-----

<b>Registry Act, enquiries, interpretation</b> .....	CCR 31	165
--	--------	-----

<b>Regulations for Mines &amp; Mining Plants, administration</b> .....	LABOUR 24	361
--	-----------	-----

*regulations, SEE Legal Services Br, legislation*

**rehabilitation**

facilities, establishment, advice, transfer payments, statistics .....	COMSOC 44	144
out-patient, children, adults, financial assistance .....	HEALTH 25	287
services, Ontario Public Service employees .....	MGS 13	257
techniques, construction, concrete corrosion, bridge, decks .....	MTO 28	504
vocational, decisions, appeals .....	COMSOC 36	140
vocational, disabled persons, federal-provincial, cost-sharing .....	COMSOC 3	120
vocational, disabled persons, financial assistance .....	COMSOC 34	140

<b>Relocation Unit</b> .....	NDM 1	418
------------------------------	-------	-----

**Remote Airport Program**

construction, airports, northern communities, funding .....	NDM 12	424
---	--------	-----

<b>Remote Northern Transportation</b> .....	MTO 64	523
---	--------	-----

**remote sensing**

information, consultation, training .....	MNR 25	395
policy guidelines, procedures .....	MTO 25	503
provision, research .....	MNR 25	395

**Renseignements Ontario**

information, government, programs, services, province-wide, French .....	FRANC AFF 1	251
---	-------------	-----

<b>Rent Review Hearings Board</b> .....	HOUSING 16	311
---	------------	-----

<b>Rent Review Services Br</b> .....	HOUSING 13	308
--------------------------------------	------------	-----

<b>Rent Review, Residential Rental Standards Board</b> .....	HOUSING 17	311
--	------------	-----

<b>Rent Supplement Program</b> .....	HOUSING 36	326
--------------------------------------	------------	-----



<b>Rental Housing Protection Act</b>		
appeals .....	ATT GEN 21	65
Rental Housing Protection Program .....	HOUSING 15	310
<b>Rental Housing Protection Program .....</b>	<b>HOUSING 15</b>	<b>310</b>
<b>rents</b>		
applications, challenge, certify, amount .....	HOUSING 14	310
assisted, non-profit housing .....	HOUSING 32	323
assisted, tenant applications, Metro Toronto .....	HOUSING 31	323
assisted, tenant applications, Ontario .....	HOUSING 30	317
geared-to-income, senior citizens, rural communities .....	HOUSING 37	326
geared-to-income, tenants, improve quality of life .....	HOUSING 40	327
increases, amount, frequency, limit .....	HOUSING 13	308
information, register, record of increases, guidelines .....	HOUSING 14	310
low-rise buildings, improvements, loans .....	HOUSING 22	314
tax credits .....	REVENUE 9	435
taxation, grants, senior citizens .....	REVENUE 9	435
units, legal, maximum, charge .....	HOUSING 14	310
<b>Reporters' Office, Supreme Court of Ontario .....</b>	<b>ATT GEN 30</b>	<b>68</b>
<b>reporting issuers, list, maintenance .....</b>	<b>MFI 9</b>	<b>249</b>
<b>research</b>		
acid rain, effects on terrestrial systems .....	MOE 21	233
addiction, alcohol, drugs .....	HEALTH 52	300
agricultural, livestock, poultry, crops .....	AG & FOOD 35	54
agriculture, programs, advice, inquiries .....	AG & FOOD 41	57
air pollution, soils, crops, damage, investigation .....	MOE 21	233
air quality criteria, standards .....	MOE 21	233
animals for, facilities registration .....	AG & FOOD 24	51
assessment, mental health care .....	HEALTH 35	291
atmospheric chemistry .....	MOE 19	233
broadcasting, cable, CRTC, federal government presentations .....	MCC 28	200
cancer .....	HEALTH 54	300
chemical hazards, occupational .....	LABOUR 19	355
chemical pollutants .....	AG & FOOD 27	52
civil justice, statutes .....	ATT GEN 4	60
community, energy, technology, assistance .....	ENERGY 16	225
corrections .....	CORRECTIONS 9	174
crops .....	AG & FOOD 32	53
discrimination .....	CITIZENSHIP 9	111
drinking water, groundwater, management, programs .....	MOE 31	237
economic activity, industry, business .....	TREASURY 16	531
economic development, policy development, regional .....	TREASURY 17	531
economic policy, options .....	TREASURY 18	531
economics, agricultural, marketing .....	AG & FOOD 35	54
education, contractors, regulation .....	EDUC 2	207
education, results, dissemination, school boards, government, public .....	EDUC 2	207

		White Page
energy, conservation, educational buildings .....	EDUC 7	209
environmental, air contaminants .....	MOE 20	233
environmental; pollutants, laboratory services .....	MOE 22	234
environmental, surveys .....	MOE 33	237
equine, grants .....	CCR 28	159
farm cost, marketing, trade, agricultural .....	AG & FOOD 4	40
farm products .....	AG & FOOD 32	53
fire, causes .....	SOL GEN 15	456
fire, forests, equipment, systems .....	MNR 35	409
food .....	AG & FOOD 35	54
forest management, tree quality, improvement .....	MNR 11	385
forest resources, development .....	MNR 12	386
fuels, synthetic, biomass, natural gas .....	ENERGY 16	225
geoscience, grants, universities .....	NDM 16	426
grants, health, safety, projects .....	LABOUR 18	355
health, grants .....	HEALTH 19	285
health, manpower, policy .....	HEALTH 19	285
highways, pavement, bridges, materials, construction .....	MTO 26	504
historical .....	MCC 25	200
horticultural, increased production, new varieties .....	AG & FOOD 32	53
hydrology .....	MNR 15	387
international trade .....	TREASURY 16	531
international trade negotiations, Ontario's position, strengthen .....	MITT 31	341
land, claims, Native peoples .....	MNR 41	393
legal, Ontario Law Reform Commission .....	ATT GEN 42	102
libraries, public .....	MCC 17	196
livestock .....	AG & FOOD 35	54
mental health, grants .....	HEALTH 56	302
Native peoples .....	CITIZENSHIP 7	109
nutrition .....	AG & FOOD 35	54
Ontario Agricultural Museum .....	AG & FOOD 33	54
pesticides, supervision, evaluation .....	MOE 51	245
pollution, chemical .....	AG & FOOD 27	52
psychiatric .....	HEALTH 53	300
quality of working life .....	LABOUR 5	349
recreation .....	MTR 11	486
remote sensing .....	MNR 25	395
Royal Ontario Museum .....	MCC 41	205
scientific, environment, coordination .....	MOE 4	229
service, MPPs .....	LEGISLATIVE 10	35
small business .....	MITT 11	332
socio-economic, health care .....	HEALTH 17	284
soils, agricultural colleges, University of Guelph .....	AG & FOOD 35	54
soils, studies, farm products, development, new varieties .....	AG & FOOD 32	53
studies, occupational, industrial, labour .....	SKILLS 3	446
taxation .....	REVENUE 6	434
technology, information .....	REVENUE 19	441
technology, Ontario Research Foundation .....	MITT 34	342

		White Page
telecommunications, industry .....	MCC 29	201
tourism, government .....	MTR 14	487
tourism, investment, development opportunities .....	MTR 13	486
transportation, energy, technology, systems .....	MTO 42	508
urban rail transit .....	MTO 44	509
vehicles, alternate fuels, electric propulsion, laboratory .....	MTO 43	509
wildlife ecology, diseases, species and animal behavior .....	MNR 32	402
wine .....	AG & FOOD 32	53
women's issues .....	WOMEN 6	534
<b>Research and Development Br</b>		
Highway Innovations and Strategic Research Office .....	MTO 31	505
Materials Research Office .....	MTO 28	504
Min of Transportation .....	MTO 26	504
Pavement and Roadway Research Office .....	MTO 27	504
Structural Research Office .....	MTO 29	504
Traffic and Decision Systems Office .....	MTO 30	505
<b>Research and Program Evaluation Unit .....</b>	COMSOC 3	120
<b>Research and Special Projects Br .....</b>	MUN AFF 23	377
<b>Research Library, Maple .....</b>	MNR 27	395
<b>Research Support and International Activities .....</b>	MCU 4	115
<b>Residential Rent Regulation Act</b>		
building standards, residential, rental, information .....	HOUSING 17	311
rent registry .....	HOUSING 14	310
rent, increases, limit .....	HOUSING 13	308
rents, appeals .....	HOUSING 16	311
<b>Residential Rental Standards Board, Rent Review .....</b>	HOUSING 17	311
<b>Residential Services Section .....</b>	CORRECTIONS 24	188
<b>Residual Family Benefits Assistance Programs .....</b>	COMSOC 15	135
<b>Resource Access Roads Program</b>		
forest access roads, funding .....	NDM 12	424
<b>resource centre, public, information, women .....</b>	WOMEN 5	534
<b>Resources Planning and Scheduling .....</b>	MTO 65	523
<b>respiratory, equipment, supplies, partial payment .....</b>	HEALTH 31	289
<b>Retail Business Holidays Act .....</b>	SOL GEN 3	452
<b>retail sales tax</b>		
credits .....	REVENUE 9	435
grants, senior citizens .....	REVENUE 9	435
<b>Retail Sales Tax Act</b>		
appeals .....	REVENUE 8	434



collection, administration, rebates .....	REVENUE 5	432
<b>Retail Sales Tax Br</b> .....	REVENUE 5	432
retirement planning, resource material .....	MCC 6	192
<b>Revenue and Operations Research Br</b> .....	REVENUE 6	434
<i>ridings (provincial), SEE electoral districts</i>		
<b>roads</b>		
adjustment, by-laws, review, approval .....	MUN AFF 24	377
conditions, bulletins, reporting .....	MTO 1	496
conditions, information .....	MTR 15	487
crown lands, access, construction, maintenance .....	MNR 16	390
maps, distribution .....	MTR 15	487
municipalities, financial assistance .....	MTO 63	523
reports, conditions (district offices) .....	MTO 57	513
signs, signals, location .....	MTO 62	523
unorganized territories, financial assistance, policy, municipalities .....	MTO 40	508
<i>see also highways</i>		
<b>rocks, classes, lectures, identification, assays</b> .....	NDM 16	426
<b>ROM (Royal Ontario Museum)</b> .....	MCC 41	205
<b>ROP (Record of Performance)</b> .....	AG & FOOD 24	51
<b>Royal Botanical Gardens</b>		
Min of Culture and Communications Agency .....	MCC 40	204
travelling exhibits .....	MCC 13	195
<b>royal commissions</b>		
logistics, administrative support .....	ATT GEN 15	63
<b>Royal Commissions, Special Purpose Bodies</b> .....	ATT GEN 46	103
<b>Royal Ontario Museum</b>		
Min of Culture and Communications Agency .....	MCC 41	205
travelling exhibits .....	MCC 13	195
<b>Rural Electrical Service and Billing Inquiry Program</b> .....	ENERGY 19	226
<b>Rural Organizations and Services Br</b> .....	AG & FOOD 34	54
<b>Ryerson Polytechnical Institute</b> .....	MCU 9	117
<b>safety</b>		
amusement devices, elevating devices, installation, repair .....	CCR 25	157
associations, financial assistance, industrial health .....	LABOUR 31	365
boilers .....	CCR 24	157
certificates, motor vehicles .....	MTO 60	515
construction, employers, employees .....	LABOUR 20	356

		White Page
Electrical Safety Code Book .....	ENERGY 19	226
film theatres .....	CCR 19	155
films .....	MTO 1	496
fire, information .....	SOL GEN 19	461
fire, product testing, approval .....	SOL GEN 15	456
food, preservation .....	AG & FOOD 1	39
highway, road users, education .....	MTO 48	510
industry, employees, promotion .....	LABOUR 21	357
mines, pits and quarries, employees, promotion .....	LABOUR 24	361
motor vehicles, bicycles, snowmobiles, school buses, programs .....	MTO 1	496
nursing homes, fire equipment, sanitation, dietary services .....	HEALTH 27	287
occupational, advice to Minister .....	LABOUR 28	363
occupational, liaison, management, labour, public .....	LABOUR 28	363
Ontario Public Service employees, workplace, services, advice .....	MGS 13	257
pressure vessels .....	CCR 24	157
programs, OPP .....	SOL GEN 38	467
public, standards, equipment, machinery .....	CCR 23	157
recreational boating, information .....	MNR 28	396
schools, supervision .....	EDUC 6	209
training programs, policy .....	MOE 5	229
transportation, research, development, technology .....	MTO 43	509
upholstered, stuffed articles .....	CCR 27	159
x-rays, regulations, guidelines, training .....	HEALTH 55	301
<b>Safety Program, sports, fitness .....</b>	<b>MTR 10</b>	<b>485</b>
<b>Sainte-Marie among the Hurons .....</b>	<b>MTR 16</b>	<b>489</b>
<i>salaries, SEE pay</i>		
<b>Sales Tax Grant</b>		
senior citizens .....	REVENUE 9	435
<i>sales tax, SEE retail sales tax</i>		
<i>salesmen, SEE itinerant sellers</i>		
<b>Savings Office, Province of Ontario .....</b>	<b>REVENUE 24</b>	<b>443</b>
<b>SBDC (Small Business Development Corporations) .....</b>	<b>REVENUE 4</b>	<b>431</b>
<b>scales, livestock weighing, supervision .....</b>	<b>AG &amp; FOOD 40</b>	<b>57</b>
<b>scholarships</b>		
advice, Ontario Graduate Scholarship funding .....	MCU 9	117
students, colleges, universities .....	MCU 8	116
<i>see also fellowships; financial assistance</i>		
<b>School Board Services Unit .....</b>	<b>EDUC 9</b>	<b>210</b>
<b>school boards</b>		
capital projects, cost, approval .....	EDUC 7	209
collective bargaining, administration .....	EDUC 26	217
cooperative, systems, software, administration .....	EDUC 9	210

data, collection, analysis, validation .....	EDUC 2	207
financial statements, audit .....	EDUC 7	209
grants transfer .....	EDUC 21	215
grants, distribution, advice .....	TREASURY 13	530
grants, General Legislative formula .....	EDUC 7	209
language disputes, resolution .....	EDUC 27	217
programs, implementation, reviews, assistance .....	EDUC 8	209
small, administrative support .....	EDUC 8	209
taxation, support lists, amending, complaints .....	ATT GEN 22	65
<b>School Boards and Teachers Collective Negotiations Act</b>		
cease and desist orders, consents to prosecute .....	LABOUR 29	364
<b>School Business and Finance Br</b> .....	EDUC 7	209
<b>School Health Service, treatment, children</b> .....	HEALTH 5	272
<b>schools</b>		
anatomy, inspection, dead bodies, supply .....	SOL GEN 22	462
architectural advice .....	EDUC 7	209
art, grants .....	MCC 33	202
attendance, counsellors .....	EDUC 6	209
blind and deaf, for .....	EDUC 14	212
buses, inspection, monitoring .....	MTO 60	515
buses, safety programs .....	MTO 1	496
construction, allocation of funds .....	EDUC 7	209
data, collection, analysis, validation .....	EDUC 2	207
deaf and blind, for .....	EDUC 14	212
elementary, publicly supported, educational needs, policies .....	EDUC 10	211
exceptional pupils, program, policy .....	EDUC 12	211
home study, English, French, secondary school .....	EDUC 18	214
information technology, advice, assistance, use, education .....	EDUC 17	214
nursing assistants .....	EDUC 16	213
private, inspection .....	EDUC 8	209
private, inspection, administration .....	EDUC 6	209
private, vocational, post-secondary .....	MCU 7	116
public, secondary, energy conservation, programs, development .....	ENERGY 13	224
residential, children, learning disabilities, language disorders .....	EDUC 13	212
resource assistance, day programs, exceptional students .....	EDUC 13	212
safety programs, information, materials .....	MTO 1	496
supporters, lists, preparation .....	REVENUE 14	437
trainable retarded, program, policy .....	EDUC 12	211
training, young offenders .....	EDUC 15	213
treatment, children, School Health Service .....	HEALTH 5	272
<i>see also education; colleges; universities</i>		
<b>Schools for the Blind and Deaf</b> .....	EDUC 14	212
<b>Schooner "Bee", Historic Establishments</b> .....	MTR 16	489



		White Page
<b>science</b>		
exhibits, Royal Ontario Museum .....	MCC 41	205
films, programs, exhibits, Science North .....	MCC 42	205
Ontario Science Centre .....	MCC 38	204
<b>Science Centre, Ontario</b> .....	MCC 38	204
<b>Science North</b>		
Min of Culture and Communications Agency .....	MCC 42	205
travelling exhibits .....	MCC 13	195
<b>scrolls, congratulatory, preparation</b> .....	MGS 32	263
<b>sculptors, grants</b> .....	MCC 33	202
<i>sculpture, SEE art</i>		
<b>seat belt, safety programs, information</b> .....	MTO 1	496
<i>seat belts, SEE motor vehicles</i>		
<b>Second-Language Monitor Program, administration</b> .....	EDUC 4	208
<b>Sectoral and Regional Policy Br.</b> .....	TREASURY 17	531
<b>securities</b>		
corporations, registration .....	CCR 33	166
debentures, treasury bills, issuance, retirement .....	TREASURY 8	528
deposit, safekeeping .....	TREASURY 9	529
depository, Supreme Court .....	ATT GEN 14	63
prospectus, application, exemption, transfer, release, processes .....	MFI 9	249
<b>Securities Act, administration</b> .....	MFI 9	249
<b>Securities Section</b> .....	TREASURY 9	529
<b>security</b>		
advice to government ministries .....	SOL GEN 45	479
buildings, government .....	MGS 40	267
guards, agencies, employees, licences .....	SOL GEN 48	480
guards, government, provision .....	SOL GEN 45	479
<b>security agreements, registration</b> .....	CCR 32	165
<b>Security Br, OPP</b> .....	SOL GEN 45	479
<b>Select Committees</b>		
definition .....	LEGISLATIVE 1	16
procedures, issues, schedules, information .....	LEGISLATIVE 4	32
<b>Self-Sufficiency Program</b> .....	CORRECTIONS 18	186
<b>senior citizens</b>		
accommodation, directory .....	CABINET 4	5
advice to government, development, opportunities, self-help, policies .....	CABINET 5	6
clubs, Royal Ontario Museum .....	MCC 41	205

drugs, free, eligibility .....	HEALTH 30	289
Especially for Seniors, publication .....	CABINET 5	6
film programs, Ontario Science Centre .....	MCC 38	204
housing, assistance .....	HOUSING 32	323
housing, assisted rental, tenant applications .....	HOUSING 30	317
housing, granny-flats .....	HOUSING 20	313
housing, retirement communities, incentives, municipalities, project .....	HOUSING 23	314
income supplement .....	REVENUE 9	435
information, government programs and services .....	CABINET 4	5
library services .....	MCC 17	196
OHIP premiums .....	HEALTH 39	294
policy, contributions, community, organizations .....	CABINET 4	5
policy, program development, community services, residential services .....	COMSOC 26	138
privilege cards .....	HEALTH 30	289
professional, private, voluntary, groups .....	CABINET 4	5
recreation resources .....	MTR 11	486
rent-geared-to-income project, rural communities, capital funding .....	HOUSING 37	326
research, policy development, liaison with community .....	CABINET 4	5
sales tax, grants .....	REVENUE 9	435
taxation, information, assistance, Public Enquiry Centre .....	REVENUE 11	436
taxation, property, rents, grants .....	REVENUE 9	435
transportation, initiatives, coordination .....	MTO 39	507
<i>see also homes for the aged</i>		
<b>Seniors' Retirement Communities Project .....</b>	<b>HOUSING 23</b>	<b>314</b>
<b>septic tanks, installers, licences .....</b>	<b>MOE 38</b>	<b>241</b>
<b>Sergeant-at-Arms of the Legislative Assembly .....</b>	<b>LEGISLATIVE 2</b>	<b>32</b>
<b>service centres</b>		
Highways 400 and 401, responsibility .....	MTO 15	500
travel, information .....	MTR 15	487
<b>Service Sector Information Unit .....</b>	<b>MITT 8</b>	<b>331</b>
<b>Service Sector Liaison and Development Section .....</b>	<b>MITT 9</b>	<b>331</b>
<b>Service Sector Secretariat .....</b>	<b>MITT 7</b>	<b>331</b>
<b>Services for Disabled Persons Br .....</b>	<b>COMSOC 27</b>	<b>138</b>
<b>severance, land, applications .....</b>	<b>MUN AFF 24</b>	<b>377</b>
<b>sewage</b>		
disposal, appeals .....	MOE 49	244
services, municipalities, billing .....	MOE 6	229
systems, capital project, coordination .....	MOE 40	242
systems, hearings .....	MOE 47	244

	White Page
treatment, facilities, inspection .....	MOE 33 237
works, standards, engineering audits .....	MOE 41 242
SGIS (Student Guidance Information Service) .....	EDUC 11 211
Sheep and Wool Marketing Act, administration .....	AG & FOOD 21 46
<i>sheep, SEE livestock</i>	
sheet metal workers, certification .....	SKILLS 8 448
Sheriffs, District and Supreme Court orders .....	ATT GEN 31 69
shooting clubs, inspection .....	SOL GEN 47 479
shoreline	
management, research .....	MNR 15 387
property owners, loans, storm or erosion damage .....	MUN AFF 13 372
usage, docks, boathouse, control .....	MNR 17 391
silviculture, guidelines, development, research .....	MNR 12 386
Sir John A. Macdonald Graduate Fellowship .....	MCU 8 116
sites, archaeological, database .....	MCC 22 198
ski lifts .....	CCR 25 157
skiing, information, conditions, reports .....	MTR 15 487
skills development	
trainees, employers, labour representatives, assistance, monitoring .....	SKILLS 8 448
Skills Training Division .....	SKILLS 6 447
Sky Dome, domed stadium .....	TREASURY 20 532
slaughtering plants, licences, inspection .....	AG & FOOD 21 46
Small Business Br	
Advice and Counsel Section .....	MITT 10 331
Advocacy Section .....	MITT 11 332
Small Business Development Corporations Act	
administration .....	REVENUE 4 431
appeals .....	REVENUE 8 434
Small Business Development Corporations Program (SBDC) .....	REVENUE 4 431
Small Business Ontario, newsletter .....	MITT 11 332
Small Business, Services & Capital Projects Division .....	MITT 6 330
small claims	
court, administration .....	ATT GEN 26 67
Court, Referees of .....	ATT GEN 34 70
Provincial Court (Civil Division)/Small Claims Court .....	ATT GEN 33 69



<b>Small Claims Court</b>		
administrative services .....	ATT GEN 26	67
Min of the Attorney General .....	ATT GEN 33	69
<b>Small Claims Court Referees</b> .....	ATT GEN 34	70
<b>Small Food Processors' Assistance Program, grants, loan</b> .....	AG & FOOD 15	44
<b>snake, anti-venom, provision</b> .....	HEALTH 10	277
<b>snowmobiles, safety programs</b> .....	MTO 1	496
<b>Social Assistance Review Board</b> .....	COMSOC 36	140
<b>Social Housing Programs Br</b> .....	HOUSING 29	317
<b>Social Housing Wing</b> .....	HOUSING 28	316
<b>Social Service Employment Program (SSEP)</b> .....	COMSOC 38	141
<b>social work, medical, home care program</b> .....	HEALTH 5	272
<b>software products, user support</b> .....	MGS 33	264
<b>Soil and Water Management Br</b>		
Drainage and Water Management Section .....	AG & FOOD 29	52
Ontario Institute of Pedology .....	AG & FOOD 31	53
Soil Survey and Soil Conservation Section .....	AG & FOOD 30	53
<b>Soil Survey and Soil Conservation Section</b> .....	AG & FOOD 30	53
<b>soils</b>		
agricultural, research .....	AG & FOOD 35	54
air pollution, damage, investigation .....	MOE 21	233
analysis, pollution .....	AG & FOOD 27	52
classification and interpretation .....	AG & FOOD 31	53
erosion, control, management, advice .....	AG & FOOD 30	53
highways, construction, studies .....	MTO 61	522
management, assistance .....	AG & FOOD 22	46
maps, consumer requests .....	AG & FOOD 1	39
nurseries, silvicultural, management advice .....	MNR 12	386
research, horticultural .....	AG & FOOD 32	53
scientists, Ontario Institute of Pedology .....	AG & FOOD 31	53
<b>Soldiers' Aid Commission</b> .....	COMSOC 21	136
<b>sourcing, domestic, multinationals</b> .....	MITT 13	332
<b>souvenirs</b>		
Ontario Government, sale, Access Ontario .....	MGS 26	261
Ontario, Legislature, gift shop .....	LEGISLATIVE 8	34
shops, government buildings, province-wide .....	MGS 18	259
<b>Speaker of the Legislative Assembly</b> .....	LEGISLATIVE 2	32

		White Page
<b>speakers bureau</b>		
Art Gallery of Ontario .....	MCC 30	201
Royal Ontario Museum .....	MCC 41	205
<b>special education</b>		
guidelines, courses, development .....	EDUC 12	211
resource materials .....	EDUC 12	211
<b>Special Education and Provincial Schools Br</b>		
Demonstration Schools .....	EDUC 13	212
Min of Education .....	EDUC 12	211
Regional Schools for Nursing Assistants .....	EDUC 16	213
Schools for the Blind and Deaf .....	EDUC 14	212
Training Schools .....	EDUC 15	213
<b>Special Investigations Br</b>		
Min of Revenue .....	REVENUE 7	434
<b>Special Livestock Shows Assistance Program</b> .....	AG & FOOD 8	41
<b>Special Occasion Permit</b>		
liquor, sale, consumption, information .....	CCR 38	168
<b>Special Projects</b> .....	MTO 47	510
<b>Special Properties Br</b> .....	REVENUE 15	440
<b>Special Services Unit (OHIP)</b> .....	HEALTH 38	294
<b>Special Waste and Information Support Section</b> .....	MOE 25	235
<b>speech pathology</b>		
bursaries, students, underserved areas .....	HEALTH 20	285
Northern Ontario, bursaries .....	NDM 10	423
professionals, incentives, practice, underserved areas .....	HEALTH 20	285
therapy, home care program, School Health Service .....	HEALTH 5	272
<b>speed limits</b>		
policies, development, implementation .....	MTO 8	498
<b>Spills Action Centre</b> .....	MOE 42	242
<b>Spills Bill</b> .....	MOE 42	242
<i>spirits, SEE liquor</i>		
<b>sports</b>		
amateur, awards, grants .....	MTR 10	485
combative, professional, conduct, supervision, licences .....	CCR 21	156
consultation .....	MTR 10	485
programs, resources, information, access .....	MTR 20	490
promotion programs, publications .....	MTR 10	485
resources, Travelcade .....	MTR 10	485
<b>Sports and Fitness Br</b> .....	MTR 10	485

Sports Awards Programs, amateur sports .....	MTR 10	485
St. Clair Parkway Commission .....	MTR 26	494
St. Lawrence Parks Commission .....	MTR 27	495
Stadium Corporation of Ontario Limited .....	TREASURY 20	532
Staff Relations Branch .....	MBC 8	9
Staff Services Br, OPP .....	SOL GEN 28	464
Staffing Services Br .....	MBC 15	11
Standard Forms Program .....	MGS 18	259
<b>standards</b>		
hazardous contaminants, control .....	MOE 12	231
technical, equipment, machinery, library .....	CCR 23	157
Standards Development Section .....	MOE 14	231
<b>Standing Committees</b>		
definition .....	LEGISLATIVE 1	16
procedures, issues, schedules, information .....	LEGISLATIVE 4	32
<b>Start-Up</b>		
entrepreneurial activity, youth, loans .....	SKILLS 9	451
<b>Starter Homes</b> .....	HOUSING 21	313
<b>State of Small Business, report</b> .....	MITT 11	332
<b>stationery, government, sale</b> .....	MGS 18	259
<b>Statistical Services</b> .....	SOL GEN 20	462
<b>statistics</b>		
agriculture .....	AG & FOOD 4	40
air, quality .....	MOE 19	233
analysis, Min of the Solicitor General .....	SOL GEN 25	463
analysis, software, packages, user support .....	MGS 33	264
births, still-births .....	CCR 35	167
cancer .....	HEALTH 54	300
compensation practices, public and private sectors .....	MBC 8	9
death .....	CCR 35	167
demographic, municipal .....	REVENUE 14	437
disease, communicable .....	HEALTH 10	277
divorce .....	CCR 35	167
education, schools, school boards, universities .....	EDUC 2	207
employment practices, public and private sectors .....	MBC 8	9
energy .....	ENERGY 10	223
fire, losses .....	SOL GEN 19	461
fires, occurrence reports, computerized .....	SOL GEN 20	462



		White Page
fires, prevention .....	SOL GEN 18	459
health care, hospitals, medical institutions .....	HEALTH 17	284
information, provincial government .....	TREASURY 17	531
land aquisition, data bank .....	MNR 17	391
libraries, public .....	MCC 17	196
marriages .....	CCR 35	167
mineral, economics, census .....	NDM 13	425
Ontario Police Commission, information .....	SOL GEN 52	481
Ontario Public Service employees, analyses .....	MGS 15	258
policy, advice, provincial government .....	TREASURY 17	531
rehabilitation, community and social services, facilities .....	COMSOC 44	144
traffic, highway .....	MTO 62	523
workplace, hazards, fatalities, injuries .....	LABOUR 18	355
<b>Status of Business Report, interim, final, session .....</b>	<b>LEGISLATIVE 5</b>	<b>33</b>
<i>statutes, SEE legislation</i>		
<b>steam fitters, certification .....</b>	<b>SKILLS 8</b>	<b>448</b>
<b>steam plants, registration, classification .....</b>	<b>CCR 24</b>	<b>157</b>
<b>Steward Services .....</b>	<b>LEGISLATIVE 6</b>	<b>33</b>
<b>STIR (Students Training in Industrial Relations) .....</b>	<b>LABOUR 16</b>	<b>354</b>
<b>Stock Yards Act .....</b>	<b>AG &amp; FOOD 40</b>	<b>57</b>
<b>stock yards, Ontario Stock Yards Board .....</b>	<b>AG &amp; FOOD 40</b>	<b>57</b>
<b>Stockbrokers, registration, consumer complaints .....</b>	<b>MFI 9</b>	<b>249</b>
<b>storages, controlled atmosphere, operators, licences .....</b>	<b>AG &amp; FOOD 20</b>	<b>45</b>
<b>store (retail) closing act .....</b>	<b>SOL GEN 3</b>	<b>452</b>
<b>Storefront Policing (Extended Service Office Program) .....</b>	<b>SOL GEN 39</b>	<b>468</b>
<b>Strategic Highway Research Program (SHRP) .....</b>	<b>MTO 31</b>	<b>505</b>
<b>Strategic Planning and Intergovernmental Relations</b>		
Intergovernmental Policy Unit .....	COMSOC 3	120
Native Services Unit .....	COMSOC 3	120
Policy Coordination Unit .....	COMSOC 3	120
Provincial/Municipal Relations Unit .....	COMSOC 3	120
Research and Program Evaluation Unit .....	COMSOC 3	120
Strategic Planning Unit .....	COMSOC 3	120
Vocational Rehabilitation Unit .....	COMSOC 3	120
<b>Strategic Planning and Projects Br .....</b>	<b>MBC 19</b>	<b>13</b>
<b>Strategic Planning and Research Sections .....</b>	<b>REVENUE 19</b>	<b>441</b>
<b>Strategic Planning Secretariat .....</b>	<b>MITT 32</b>	<b>341</b>
<b>Strategic Planning Unit .....</b>	<b>COMSOC 3</b>	<b>120</b>

Strategic Policy Secretariat .....	MTO 2	496
Strategic Systems Development Br .....	COMSOC 49	145
<b>strikes</b>		
illegal, declarations, administration .....	LABOUR 29	364
prevention, conciliation, mediation, disruption, minimization ....	LABOUR 25	362
<i>see also labour relations, unions</i>		
Structural Office .....	MTO 24	503
Structural Research Office .....	MTO 29	504
Student Awards Br .....	MCU 8	116
<b>Student Guidance Information Service (SGIS)</b>		
information, careers, institutions, computerized, students .....	EDUC 11	211
<b>Student Venture Capital</b>		
loans, business, summer, students .....	SKILLS 9	451
<b>students</b>		
awards, colleges, universities .....	MCU 8	116
bilingual study, colleges, universities .....	MCU 8	116
blind, schools .....	EDUC 14	212
certification, Registrar services .....	EDUC 19	215
deaf, schools .....	EDUC 14	212
employment, municipalities, financial assistance .....	MUN AFF 13	372
entrepreneurs, summer businesses, loans .....	SKILLS 9	451
exchanges, cultural, educational .....	EDUC 4	208
financial assistance, colleges, universities .....	MCU 8	116
foreign, health insurance .....	HEALTH 39	294
foreign, policy, administration .....	EDUC 6	209
industrial relations, training .....	LABOUR 16	354
mentally handicapped, education, program policy .....	EDUC 12	211
non-traditional careers, women, link, programs .....	WOMEN 3	533
university, exchange, summer job, Ontario-Quebec .....	MBC 10	10
<i>see also youth employment</i>		
Students Training in Industrial Relations (STIR) .....	LABOUR 16	354
<i>stuffed articles, SEE upholstered and stuf</i>		
<b>subdivisions</b>		
planning, advice .....	MUN AFF 23	377
plans, applications, appeals, Ontario Municipal Board .....	ATT GEN 21	65
plans, review, approval .....	MUN AFF 24	377
plans, review, transportation proposals, effect .....	MTO 6	498
<b>subsidies</b>		
agricultural, financial policy .....	AG & FOOD 8	41
candidates, political, expenses .....	LEGISLATIVE 11	35
employers, summer job creation, youth .....	SKILLS 9	451

		White Page
highways, construction, municipalities, authorization .....	MTO 57	513
Local Services Boards, operation .....	NDM 9	420
<i>see also financial assistance</i>		
subsidies Br .....	MUN AFF 13	372
Succession Duty Act, (repealed), administration .....	REVENUE 4	431
Succession Law Reform Act .....	ATT GEN 32	69
Successor Rights (Crown Transfers) Act .....	LABOUR 29	364
Summer Employment for Students .....	EDUC 4	208
Summer Games .....	MTR 10	485
Summer Language Bursary Program .....	MCU 8	116
Suncor Inc .....	ENERGY 18	226
Super Lotto, lottery, administration .....	MTR 23	493
Superannuation Adjustment Benefits Act .....	MGS 15	258
Supplier Information Service .....	MGS 16	258
Supply and Services Br		
Min of Health .....	HEALTH 46	297
Min of Transportation .....	MTO 15	500
Supply and Services Division		
Min of Government Services .....	MGS 11	256
support		
disputes, High Court of Justice .....	ATT GEN 27	67
family dependents, extension to common law unions .....	ATT GEN 44	102
spouses and family dependents .....	ATT GEN 39	72
Support Services Br .....	MFI 8	249
Support Services Br, Ontario Police Commission .....	SOL GEN 52	481
Support Services Division .....	CCR 3	148
Supreme Court of Ontario		
Accountant's Office .....	ATT GEN 14	63
administrative services .....	ATT GEN 26	67
High Court of Justice .....	ATT GEN 27	67
jurisdiction re civil cases .....	ATT GEN 31	69
Local Registrar's Office .....	ATT GEN 29	68
Masters' Office .....	ATT GEN 28	68
Ontario Court of Appeal .....	ATT GEN 27	67
Reporters' Office .....	ATT GEN 30	68
surplus, equipment, material, public sales, cash .....	MGS 20	260



<b>Surrogate Court</b>		
administrative services .....	ATT GEN 26	67
wills, testate, intestate, probates, claims against .....	ATT GEN 32	69
<b>surveillance, technical, physical, photographic .....</b>	<b>SOL GEN 46</b>	<b>479</b>
<b>Survey Services .....</b>	<b>MNR 24</b>	<b>394</b>
<b>Surveyor General</b>		
Drafting Services .....	MNR 24	394
Geodetic Services .....	MNR 24	394
Geographic Names .....	MNR 24	394
Survey Services .....	MNR 24	394
<b>Surveyors Act, administration .....</b>	<b>MNR 24</b>	<b>394</b>
<b>surveys</b>		
acquisition, real estate, government .....	MGS 36	265
aerial .....	MNR 35	409
aerial, remote sensing, policy guidelines .....	MTO 25	503
Crown, plans, field notes, library, public .....	MNR 24	394
exploration, licences .....	MNR 37	415
fire, protection, municipal .....	SOL GEN 18	459
geophysical, geochemical, geological .....	NDM 16	426
highways .....	MTO 61	522
horizontal, vertical, control, specifications, publication .....	MNR 24	394
legal, engineering, control .....	MTO 25	503
legal, Min of Natural Resources .....	MNR 24	394
mobile, air monitoring .....	MOE 19	233
municipal, coordinate, control, financial assistance, municipalities .....	MNR 24	394
plans, crown land, mining land, examination .....	MNR 24	394
publications, library .....	NDM 16	426
<b>Surveys Act</b>		
administration .....	MNR 24	394
municipal surveys, crown resurveys .....	MNR 24	394
<b>Surveys and Plans Office .....</b>	<b>MTO 25</b>	<b>503</b>
<b>Surveys, Mapping and Remote Sensing Br</b>		
Geographical Information Services .....	MNR 23	393
Min of Natural Resources .....	MNR 22	393
Ontario Centre for Remote Sensing .....	MNR 25	395
Surveyor General .....	MNR 24	394
<b>Surveys, Mapping and Title Examination Office .....</b>	<b>CCR 30</b>	<b>160</b>
<b>Suspension Control Centre, driver licence, info, police .....</b>	<b>SOL GEN 33</b>	<b>466</b>
<b>swimming pools, public, building plans, approval .....</b>	<b>HEALTH 12</b>	<b>277</b>

		White Page
Swine Sales Assistance Policy .....	AG & FOOD 8	41
Systems and Facilities Management Br .....	REVENUE 17	441
<b>systems development</b>		
data processing, design, implementation, maintenance .....	REVENUE 16	441
provision, regional offices .....	MTO 65	523
storage, retrieval, processing, data, branch programs .....	MOE 27	235
<i>see also computers</i>		
<b>Systems Development Br</b>		
Human Resources Secretariat (Administrative Services Br) .....	MBC 16	12
Min of Agriculture and Food (Management Systems Br) .....	AG & FOOD 10	42
Min of Citizenship (MCC, Management Systems & Services Br) .....	MCC 5	191
Min of Colleges & Universities (EDUC, Info Technology & Systems Br) .....	EDUC 23	216
Min of Community & Social Services (Strategic Systems Development Br) .....	COMSOC 49	145
Min of Consumer and Commercial Relations (Information Technology Div) .....	CCR 11	151
Min of Correctional Services (Management Information Systems Br) .....	CORRECTIONS 6	173
Min of Culture and Communications (Management Systems & Services Br) .....	MCC 5	191
Min of Education (Information Technology & Systems Br) .....	EDUC 23	216
Min of Government Services (Systems Br) .....	MGS 9	256
Min of Health (Management Systems Br) .....	HEALTH 18	285
Min of Housing (Management Services Br) .....	HOUSING 4	305
Min of Industry, Trade and Technology (Finance and Systems Br) .....	MITT 26	338
Min of Labour (Information Technology & Systems Br) .....	LABOUR 17	354
Min of Municipal Affairs (HOUSING, Management Services Br) .....	HOUSING 4	305
Min of Natural Resources (Systems Services Br) .....	MNR 10	385
Min of Revenue (Information Systems Development Br) .....	REVENUE 16	441
Min of Skills Development (EDUC, Information Technology & Systems Br) .....	EDUC 23	216
Min of the Attorney General (Computer & Telecommunications Services) .....	ATT GEN 13	62
Min of the Environment (Systems Information and Technology Br) .....	MOE 7	230
Min of the Solicitor General (Computer & Telecom Br, OPP) .....	SOL GEN 33	466
Min of the Solicitor General (Information Technology Services Br) .....	SOL GEN 11	455
Min of Tourism and Recreation (MITT, Finance and Systems Br) .....	MITT 26	338
Min of Transportation (Computer Systems Br) .....	MTO 11	499
Min of Treasury and Economics (Management Services Br) .....	TREASURY 4	527
Systems Improvement Office .....	MTO 49	511

**Systems Services Br**

Min of Natural Resources .....MNR 10 385

**tapes**

educational television, video, audio .....MCC 34 202

video, cultural, recreational .....MCC 6 192

*see also audio-visual—materials; videotapes***Task Force on Access to Professions & Trades in Ontario** .....ATT GEN 47 103**Tax Appeals Br** .....REVENUE 8 434**Tax Reform Task Force** .....TREASURY 21 532**taxation**

advice, seminars, lectures, guidebooks .....REVENUE 5 432

assistance, Public Enquiry Centre .....REVENUE 11 436

business, provincial, payments to municipalities in lieu of .....MUN AFF 13 372

corporations .....REVENUE 3 431

credits, political contributions .....REVENUE 9 435

evasion, irregularities, investigation .....REVENUE 7 434

federal-provincial, liaison .....REVENUE 6 434

fuels, tobacco, collection, administration .....REVENUE 4 431

gifts, (prior to repeal of Act) .....REVENUE 4 431

grants, payment .....REVENUE 10 435

grants, real property, rents, sales, senior citizens .....REVENUE 9 435

income, Ontario Public service employees, administration .....MGS 15 258

information, revenue, grants, programs .....REVENUE 11 436

insurance companies .....REVENUE 3 431

land transfer, administration .....REVENUE 4 431

land, rolls, maintenance .....MNR 20 392

lands, owners, unorganized territories .....REVENUE 4 431

library .....REVENUE 21 442

motor vehicle fuels (prior to repeal of Act) .....REVENUE 4 431

municipal, complaints, Assessment Review Board .....ATT GEN 22 65

policy, agricultural .....AG &amp; FOOD 8 41

policy, Ontario government .....TREASURY 15 530

real property, credits .....REVENUE 9 435

real property, forests, owners, financial assistance .....MUN AFF 13 372

real property, provincial, payments to municipalities in lieu of .....MUN AFF 13 372

refunds, payment .....REVENUE 10 435

research .....REVENUE 6 434

retail sales, collection, administration .....REVENUE 5 432

sales, credits .....REVENUE 9 435

small business investment, tax credits .....REVENUE 4 431

succession duty, (prior to repeal of Act) .....REVENUE 4 431

*see also assessment***Taxation Data Centre** .....REVENUE 10 435



		White Page
Taxation Policy Br .....	TREASURY 15	530
Taxpayer Services Br .....	REVENUE 11	436
Teacher Exchange Programs, grants .....	EDUC 4	208
Teacher's Summer Bursary .....	MCU 8	116
teachers		
bilingual study, financial assistance .....	MCU 8	116
blind, of the, training .....	EDUC 14	212
certification, policy, regulations .....	MCU 5	115
certification, Registrar services .....	EDUC 19	215
collective bargaining, administration .....	EDUC 26	217
deaf, of the, training .....	EDUC 14	212
education centre .....	EDUC 14	212
education, programs, approval, review .....	MCU 5	115
educational programs, Ontario ministries, collective bargaining .....	EDUC 28	217
electronic technology, assistance, advice .....	EDUC 17	214
European, Canadian Studies, seminars .....	EDUC 4	208
exchanges, cultural, educational .....	EDUC 4	208
French language development .....	EDUC 4	208
pensions, elementary, secondary fields .....	EDUC 30	218
Teachers' Superannuation Commission .....	EDUC 30	218
Technical and Building Services Section .....	MGS 40	267
Technical Development Unit .....	MCC 19	197
Technical Research and Consulting Services .....	SOL GEN 15	456
Technical Services Br		
Ontario Police Commission .....	SOL GEN 53	481
Technical Standards Division .....	CCR 23	157
Technical Support Br, OPP .....	SOL GEN 46	479
Technical Support Services Br		
Min of Housing .....	HOUSING 41	328
Technical Unit .....	MCC 11	195
Technologists/Technicians Skills Updating Program .....	SKILLS 7	447
technology		
cable television, non-broadcast, regulatory issues, policy .....	MCC 28	200
communications, applications .....	MCC 27	200
computer, information, cost, use .....	NDM 8	420
development, industrial, business, transportation .....	MTO 32	505
development, waste disposal, treatment .....	MOE 26	235
developments, transportation, forecasting .....	MTO 2	496
education information, planning, research, implementation .....	EDUC 23	216
electro, research, energy, assistance .....	ENERGY 16	225

electronic, educational, advice, assistance .....	EDUC 17	214
energy, conservation, development, private sector, assistance .....	ENERGY 15	225
films, programs, exhibits, Science North .....	MCC 42	205
fund, Premier's Council .....	MITT 3	330
information systems .....	MGS 9	256
information, consulting, assistance, customer, requirements .....	MGS 33	264
information, development, use, curriculum, schools .....	EDUC 17	214
information, research, support, training .....	REVENUE 19	441
landfills, siting, operation, development .....	MOE 26	235
market opportunities, identification, private sector .....	MITT 12	332
office automation, evaluation, consultation .....	ATT GEN 13	62
Ontario Science Centre .....	MCC 38	204
rail transit, new developments, studies .....	MTO 44	509
research, contract .....	MITT 34	342
transportation, energy, systems improvement .....	MTO 42	508
<b>Technology and Site Assessment Section .....</b>	<b>MOE 26</b>	<b>235</b>
<b>Technology and Standards Development .....</b>	<b>MNR 23</b>	<b>393</b>
<b>Technology Centres, Ontario .....</b>	<b>MITT 30</b>	<b>340</b>
<b>Technology Policy Br .....</b>	<b>MITT 33</b>	<b>342</b>
<b>Technology Support Br .....</b>	<b>COMSOC 50</b>	<b>145</b>
<b>telecommunications</b>		
industry, analysis, assistance .....	MCC 29	201
libraries, public service, advice .....	MCC 19	197
network, fire, forests .....	MNR 35	409
Ontario Communications Network, government, links .....	MGS 33	264
policy matters, development, recommendations, federal government .....	MCC 29	201
regulatory issues, identification, evaluation, recommendations .....	MCC 29	201
research, aviation, forest fire management .....	MNR 35	409
services, Northern Ontario .....	NDM 18	428
services, provision, voice networking, teleconferencing .....	MGS 33	264
systems, coordination, implementation .....	ATT GEN 13	62
<i>see also communications</i>		
<b>Telecommunications Br</b>		
Regulatory Matters Office .....	MCC 29	201
Telecommunications Industry Development Office .....	MCC 29	201
Telecommunications Policy Office .....	MCC 29	201
<b>teleconferencing, video and audio, provision .....</b>	<b>MGS 33</b>	<b>264</b>
<b>Telephone Act .....</b>	<b>MCC 39</b>	<b>204</b>
<b>telephone services, government</b>		
computer-based systems, installation .....	MGS 33	264
computerized systems, advice, information, technology .....	MGS 33	264

	White Page
OPP requirements .....	SOL GEN 33 466
switchboards .....	MGS 26 261
<i>see also Administrative Services Br entries</i>	
teletype and facsimile services, provision .....	MGS 33 264
<b>television</b>	
agricultural information, education .....	AG & FOOD 23 47
educational .....	MCC 34 202
legislative, system, ONT. PARL .....	LEGISLATIVE 7 34
TEMP (Transportation Energy Management Program) .....	MTO 46 510
Tenant Support Services Br .....	HOUSING 40 327
<b>tenants</b>	
education, employment, program .....	HOUSING 40 327
government subsidized housing .....	HOUSING 36 326
support, service, program, participation .....	HOUSING 40 327
<b>tenders</b>	
buildings, government, minor capital projects .....	MGS 40 267
capital projects .....	MOE 40 242
construction contracts .....	MOE 41 242
evaluation, Min of Transportation .....	MTO 7 498
government, supply, processing .....	MGS 17 258
housing, submissions .....	HOUSING 12 307
Public Tenders Office .....	MGS 17 258
termite control, municipalities, grants .....	MOE 13 231
<b>theatres</b>	
grants .....	MCC 33 202
inspection, fire, safety .....	SOL GEN 17 459
licences, inspection .....	CCR 19 155
Metro Toronto Convention Centre Corporation .....	MTR 21 493
Ontario Place .....	MTR 24 494
resource material .....	MCC 6 192
Theatres Section .....	CCR 19 155
Thematic Mapping .....	MNR 23 393
Thunder Bay Ski Jumps Limited .....	MTR 12 486
Tile Drainage Act, administration .....	AG & FOOD 29 52
<b>timber</b>	
crown, disposition .....	MNR 14 387
harvesting, scaling, licences .....	MNR 14 387
marketing, advice .....	MNR 12 386
operations, revenue, collection .....	MNR 8 384
Timber Sales Br .....	MNR 14 387



<b>titles</b>		
Crown lands, leases, patents, licences of occupation, issuance	MNR 20	392
registration, searches	CCR 30	160
validations, approval	MUN AFF 24	377
<b>Titles Section</b>	MNR 20	392
<b>Tobacco Tax Act</b>		
appeals	REVENUE 8	434
taxation, collection, administration	REVENUE 4	431
<b>tobacco, inspection, grading</b>	AG & FOOD 20	45
<b>tool makers, certification, voluntary</b>	SKILLS 8	448
<b>topical</b>	MBC 23	14
<b>TOPICS, online, current information</b>	MGS 22	260
<b>Topographic Mapping</b>	MNR 23	393
<b>topography</b>		
database, provincial	MNR 23	393
mapping, digital	MNR 23	393
<b>Topsoil Preservation Act, administration</b>	AG & FOOD 30	53
<b>Toronto Futures Exchange Act, 1983, administration</b>	MFI 9	249
<b>Toronto Stock Exchange Act, 1982, administration</b>	MFI 9	249
<b>tourism</b>		
industry, assistance, Ontario Development Corporations	MITT 35	342
industry, development, consulting, operators, investors	MTR 20	490
Ontario facilities, sales meetings, conventions	MTR 14	487
programs, operators, investors, development	MTR 13	486
promotion, marketing	MTR 14	487
research	MTR 14	487
research, area planning studies	MTR 13	486
<i>see also travel</i>		
<b>Tourism and Recreation Operations Division</b>	MTR 20	490
<b>Tourism Development Br</b>	MTR 13	486
<b>Tourism Marketing Br</b>		
description of branch activities	MTR 14	487
Ontario Travel Information	MTR 15	487
<b>tourist accomodation establishments, licences</b>	MTR 20	490
<b>tours</b>		
Art Gallery of Ontario	MCC 30	201
art, McMichael Canadian Collection	MCC 43	205

	White Page
Big Nickle Mine .....	MCC 42 205
farm, information .....	AG & FOOD 1 39
Legislative Building, multilingual .....	LEGISLATIVE 8 34
package, information .....	MTR 15 487
Royal Botanical Gardens .....	MCC 40 204
Royal Ontario Museum .....	MCC 41 205
Science North .....	MCC 42 205
science, technology, Ontario Science Centre .....	MCC 38 204
students, school, Ontario Agricultural Museum .....	AG & FOOD 33 54
<b>toxins, exposure, health surveillance</b> .....	MGS 13 257
<i>toys, stuffed, SEE upholstered and stuff</i>	
<b>Trade Expansion Fund</b> .....	MITT 16 333
<i>trade unions, SEE labour relations, unions</i>	
<b>Trades Updating Program, journeymen</b> .....	SKILLS 8 448
<b>trades, certification</b> .....	SKILLS 8 448
<b>traffic</b>	
engineering, provision .....	MTO 62 523
fines, defaulted, drivers' licence suspension .....	ATT GEN 37 71
fines, payment .....	ATT GEN 36 71
Freeway Traffic Management Systems .....	MTO 8 498
highways, signs, signals, illumination, speed limits, standards .....	MTO 8 498
highways, statistics .....	MTO 62 523
offences, prosecution .....	ATT GEN 36 71
programs, enforcement .....	SOL GEN 37 467
signals, signs, highways, location .....	MTO 62 523
systems safety, research .....	MTO 30 505
units, district, OPP, administration .....	SOL GEN 40 468
violations, prosecution .....	ATT GEN 6 60
<b>Traffic and Decision Systems Office</b> .....	MTO 30 505
<b>Traffic and Marine Section, OPP</b> .....	SOL GEN 37 467
<b>Traffic Management and Engineering Office</b> .....	MTO 8 498
<i>trailers, SEE mobile homes</i>	
<b>training</b>	
employment, programs, financial assistance, hotline .....	SKILLS 7 447
<b>Training Br, Provincial Police Academy</b> .....	SOL GEN 27 464
<i>training centres, SEE correctional institu</i>	
<b>Training Materials Development Unit</b> .....	SKILLS 7 447
<b>Training Schools</b> .....	EDUC 15 213
<b>Training Strategy, Ontario</b> .....	SKILLS 6 447

<b>Training Support Services Br</b> .....	SKILLS 7	447
<i>trains, SEE rail, GO Transit</i>		
<b>transcripts, Supreme Court</b> .....	ATT GEN 30	68
<b>transit</b>		
bus, technology, research .....	MTO 43	509
GO, administration .....	MTO 67	524
municipalities, financial assistance .....	MTO 41	508
routes, future, effects of development proposals on .....	MTO 6	498
system, inter-regional, GO .....	MTO 67	524
<b>Transit Control Technology and Systems Office</b> .....	MTO 45	509
<b>Transit Office</b> .....	MTO 41	508
<b>Transitions/Help Centres Unit</b> .....	SKILLS 7	447
<b>translation</b>		
interpretation, services to Ontario Courts .....	ATT GEN 26	67
services, government ministries, agencies .....	MGS 25	261
systems, simultaneous, Ottawa Congress Centre .....	MTR 25	494
<b>Translation Service</b> .....	MGS 25	261
<b>Transport Br, OPP</b> .....	SOL GEN 31	465
<b>transportation</b>		
advice, community planning .....	MUN AFF 23	377
contingency planning, Transportation Regulation Program .....	MTO 47	510
costs, payment, Northern Health Travel Grant Program .....	HEALTH 40	295
energy conservation .....	MTO 46	510
firearms, permits .....	SOL GEN 47	479
forecasting, analysis .....	MTO 2	496
Great Lakes, commercial, development .....	MTO 34	506
inter-modal passenger terminals, support .....	MTO 36	506
intergovernmental relations, coordinate .....	MTO 2	496
municipal, transit, roads, policy planning .....	MTO 39	507
OPP, mobile equipment, provision, maintenance .....	SOL GEN 31	465
passenger, intercity, public, private, policy, development .....	MTO 36	506
productivity, safety, improvements, technology .....	MTO 43	509
provincial, proposals, effects of development proposals on .....	MTO 6	498
rail, policy .....	MTO 35	506
rail, technology, needs, opportunities .....	MTO 44	509
research, energy, technology, efficiency, effectiveness .....	MTO 42	508
services, land, rail, highway, Northern Ontario .....	NDM 18	428
technology, industry, business, development .....	MTO 32	505
<b>Transportation Capital Br</b> .....	MTO 12	499
<b>Transportation Corridor Management Office</b> .....	MTO 6	498



		White Page
<b>Transportation Energy Management Program (TEMP)</b>		
Min of Transportation .....	MTO 46	510
research, motor vehicles, trucks, alternate fuels .....	MTO 43	509
<b>Transportation Industry Office .....</b>	<b>MTO 32</b>	<b>505</b>
<b>Transportation of Livestock Exhibits Assistance .....</b>	<b>AG &amp; FOOD 8</b>	<b>41</b>
<b>Transportation Regulation Development Br .....</b>	<b>MTO 48</b>	<b>510</b>
<b>Transportation Technology and Energy Br</b>		
Automotive Technology and Systems Office .....	MTO 43	509
Min of Transportation .....	MTO 42	508
Rail Technology and Systems Office .....	MTO 44	509
Transit Control Technology and Systems Office .....	MTO 45	509
Transportation Energy Management Program .....	MTO 46	510
<b>trappers</b>		
education program, coordination .....	MNR 32	402
licences, regulations .....	MNR 32	402
<b>travel</b>		
agents, unfair practices, cease and desist orders, appeals .....	CCR 36	167
counselling, Provincial Parks, hunting, fishing, outdoor recreation .....	MNR 3	383
counselling, public .....	MTR 15	487
counselling, travel agents, operators .....	MTR 14	487
demand forecasts, transportation planning .....	MTO 39	507
fair practices, protection .....	CCR 15	152
films, distribution .....	MTR 14	487
<i>see also tourism</i>		
<b>Travel Industry Act</b>		
consumer complaints, mediation .....	CCR 18	154
Min of Consumer and Commercial Relations .....	CCR 15	152
registration .....	CCR 12	151
trustees' decisions, appeals .....	CCR 36	167
<b>Travel Industry Compensation Fund .....</b>	<b>CCR 15</b>	<b>152</b>
<b>treasury bills, issuance, retirement .....</b>	<b>TREASURY 8</b>	<b>528</b>
<b>treaties, assessment .....</b>	<b>MIA 6</b>	<b>347</b>
<b>treaty rights, Native peoples, policy development .....</b>	<b>MNR 21</b>	<b>393</b>
<b>tree seed program, coordination .....</b>	<b>MNR 12</b>	<b>386</b>
<b>trees</b>		
cutting, by-laws, municipal, advice .....	MNR 12	386
fruit, information, horticultural .....	AG & FOOD 1	39
planting, advice .....	MNR 12	386
research, faster growing, improved wood .....	MNR 11	385
<i>see also forests</i>		

**trials**

court, conduct .....	ATT GEN 6	60
District Court of Ontario .....	ATT GEN 31	69
divorce .....	ATT GEN 27	67
divorce, listings .....	ATT GEN 29	68
High Court of Justice .....	ATT GEN 27	67
pending, prisoners, release, consideration .....	ATT GEN 6	60
Police Act, preparation .....	SOL GEN 24	463
reporting, Supreme Court .....	ATT GEN 30	68
wills .....	ATT GEN 32	69

**Trillium Book Award**

administration .....	MCC 17	196
----------------------	--------	-----

Trillium Exploration Corporation .....	ENERGY 18	226
--	-----------	-----

Trillium Foundation .....	MTR 28	495
---------------------------	--------	-----

**trucks and trucking**

energy, conservation .....	MTO 46	510
for hire, intermunicipal, licence issuance .....	MTO 50	511
operators, licences .....	MTO 66	524
registration, reciprocity agreements .....	MTO 56	512
research, alternate fuels .....	MTO 43	509

**trust companies**

licences, regulation .....	MFI 3	247
----------------------------	-------	-----

trustee, public .....	ATT GEN 11	62
-----------------------	------------	----

tuberculosis, drugs, provision .....	HEALTH 10	277
--------------------------------------	-----------	-----

turtles, Ontario turtles, publication .....	MNR 32	402
---	--------	-----

**TVOntario**

Min of Culture and Communications Agency .....	MCC 34	202
travelling exhibits .....	MCC 13	195

UCAP (Unincorporated Capital Assistance Program) .....	NDM 9	420
--	-------	-----

UCFP (Unincorporated Communities Fire Protection) .....	NDM 9	420
---	-------	-----

unborn, civil rights, representation .....	ATT GEN 10	62
--	------------	----

Underserved Area Program .....	HEALTH 20	285
--------------------------------	-----------	-----

**unemployable**

cash allowance, work incentive program .....	COMSOC 35	140
family benefits .....	COMSOC 31	139

Unified Family Court .....	ATT GEN 40	72
----------------------------	------------	----

Unincorporated Capital Assistance Program (UCAP) .....	NDM 9	420
--	-------	-----

Unincorporated Communities Fire Protection (UCFP) .....	NDM 9	420
---	-------	-----

*unincorporated community, SEE unorganized territor*

**unions**

arbitration boards, disputes, employers .....	LABOUR 30	364
certification, successorship .....	LABOUR 29	364
trade, requests for arbitrators .....	LABOUR 26	363
trade, trusteeship .....	LABOUR 29	364
<i>see also labour relations, strikes</i>		

**universities**

admissions policies, inquiries .....	MCU 5	115
advice, funds allocation, program approval .....	MCU 9	117
funding, policy development, operations, physical resources .....	MCU 5	115
funds, business schools, consulting, small business .....	MITT 10	331
government liaison .....	MCU 5	115
grants transfer .....	EDUC 21	215
grants, administration .....	MCU 5	115
liaison, Min of Education .....	EDUC 8	209

**university credit courses**

radio, CJRT-FM .....	MCC 31	202
Royal Botanical Gardens .....	MCC 40	204

University of Guelph, agricultural education .....	AG & FOOD 35	54
--	--------------	----

University Relations Br .....	MCU 5	115
-------------------------------	-------	-----

University Research Incentive Fund (URIF) .....	MCU 4	115
---	-------	-----

University Small Business Consulting Service .....	MITT 10	331
--	---------	-----

**unorganized territories**

assistance, establishment, Local Services Boards .....	NDM 9	420
assistance, fire protection, basic services .....	NDM 9	420
highways, construction, maintenance .....	MTO 57	513
lands, owners, taxation .....	REVENUE 4	431
lands, taxation assessment .....	REVENUE 14	437
private lands, development control, public garbage disposal, provision .....	MNR 17	391
roads, financial assistance, policy .....	MTO 40	508

**upholstered and stuffed articles**

manufacturers, renovators, retailers, registration, inspection .....	CCR 27	159
manufacturers, unfair practices, cease and desist orders, appeals .....	CCR 36	167

Upholstered and Stuffed Articles Act .....	CCR 27	159
--	--------	-----

Upholstered and Stuffed Articles Br .....	CCR 27	159
---	--------	-----

Upper Canada Village .....	MTR 27	495
----------------------------	--------	-----

*urban planning, SEE community planning*

URIF (University Research Incentive Fund) .....	MCU 4	115
---	-------	-----

USA and Latin America Br .....	MITT 21	336
--------------------------------	---------	-----

*used cars, SEE motor vehicles*



<b>User Application Support Centre</b>		
distributed computing, software packages, promote use .....	EDUC 23	216
<b>User Products</b> .....	MGS 33	264
<b>User Support Service Desk</b> .....	MGS 33	264
<b>vacation pay</b> .....	LABOUR 9	350
<b>vaccines, provision</b> .....	HEALTH 10	277
<i>van pooling, SEE motor vehicles</i>		
<b>vegetables</b>		
air pollution, effects, complaints, investigation .....	MOE 21	233
dealers, licences .....	AG & FOOD 20	45
Financial Protection Program, evaluation .....	AG & FOOD 19	45
research .....	AG & FOOD 32	53
wholesale market .....	AG & FOOD 39	56
<i>see also agriculture; crops; gardening; horticulture</i>		
<b>Vehicle Standards Office</b> .....	MTO 54	512
<i>vehicles, SEE motor vehicles</i>		
<b>vendor</b>		
permits, taxable goods, services .....	REVENUE 5	432
<b>venereal disease, drugs, provision</b> .....	HEALTH 10	277
<b>veterans, financial assistance</b> .....	COMSOC 21	136
<b>veterinary</b>		
consultation services .....	AG & FOOD 24	51
disease, testing .....	AG & FOOD 25	51
policy, inquiries .....	AG & FOOD 41	57
service, financial assistance .....	AG & FOOD 24	51
technology, education .....	AG & FOOD 35	54
<b>Veterinary Laboratory Services Br</b> .....	AG & FOOD 25	51
<b>video retailers, licences</b> .....	CCR 19	155
<b>videotapes, censorship, classification</b> .....	CCR 19	155
<b>Visual Identity Program</b> .....	MBC 5	8
<b>Vital Statistics Act, enquiries, interpretation</b> .....	CCR 31	165
<b>vocational</b>		
counselling, workers, injured, ill .....	LABOUR 31	365
rehabilitation, decisions, appeals .....	COMSOC 36	140
rehabilitation, disabled persons, financial assistance .....	COMSOC 34	140
rehabilitation, workers .....	LABOUR 31	365
training, skills development .....	MCU 6	115
training, workers, injured, ill .....	LABOUR 31	365
<i>see also career</i>		

		White Page
Vocational Rehabilitation for Disabled Persons (VRDP) .....	COMSOC 3	120
Vocational Rehabilitation Maintenance Allowances .....	COMSOC 34	140
Vocational Rehabilitation Unit .....	COMSOC 3	120
Volunteer Awards Program .....	COMSOC 18	135
Volunteer Services .....	CORRECTIONS 11	185
<b>volunteers</b>		
community information centres, training, advice .....	MCC 20	197
coordinators, correctional programs, resource .....	CORRECTIONS 11	185
District Health Councils .....	HEALTH 16	282
grants, programs, field offices .....	MCC 10	193
grants, support .....	CITIZENSHIP 4	108
Min of Community and Social Services .....	COMSOC 18	135
resource material .....	MCC 6	192
training, 4-H Program .....	AG & FOOD 34	54
voters, municipal, enumeration .....	REVENUE 14	437
Votes and Proceedings, publication .....	LEGISLATIVE 5	33
VRDP (Vocational Rehabilitation for Disabled Persons) .....	COMSOC 3	120
<b>wages</b>		
fair, government contracts, enforcement .....	LABOUR 9	350
minimum, establishment .....	LABOUR 9	350
<b>waste</b>		
biochemical, radioactive, PCBs, management .....	MOE 25	235
discharges, permits, review, Niagara River .....	MOE 18	232
disposal sites, establishment, extension, hearings .....	MOE 46	244
disposal sites, inspection .....	MOE 33	237
disposal sites, Niagara River, assessment .....	MOE 18	232
disposal systems, establishment, applications .....	MOE 38	241
disposal, appeals .....	MOE 49	244
energy, production, municipal program .....	ENERGY 15	225
generator, registration .....	MOE 25	235
generator, registration, coordination .....	MOE 23	234
industrial, complex, control systems, evaluation .....	MOE 37	241
industrial, disposal, management .....	MOE 23	234
landfills, sites, hydrogeological expertise .....	MOE 26	235
liquid industrial, hazardous, treatment, storage, recycling .....	MOE 50	245
liquid industrial, management, education, programs .....	MOE 50	245
listing, delisting, applications .....	MOE 25	235
management, legislation, compliance .....	MTO 22	503
manifest, hazardous, liquid industrial, reports .....	MOE 25	235
municipal, industrial, treatment, disposal, research, technology .....	MOE 26	235
recycling, reduction, initiatives .....	MOE 24	235
sites, investigation, assessment, operation .....	MOE 25	235
water, municipal, industrial, treatment facilities, databases .....	MOE 32	237

water, treatment plants, assistance, municipalities .....	MOE 33	237
<i>see also pollution; sewage</i>		
<b>Waste Management Br</b>		
Special Waste and Information Support Section .....	MOE 25	235
Technology and Site Assessment Section .....	MOE 26	235
Waste Management Policy Section .....	MOE 23	234
Waste Reduction Section .....	MOE 24	235
<b>Waste Management Improvement Fund, administration</b> .....	MOE 33	237
<b>Waste Management Policy Section</b> .....	MOE 23	234
<b>Waste Reduction Section</b> .....	MOE 24	235
<b>water</b>		
access points, management .....	MNR 30	396
analysis, pollution .....	AG & FOOD 27	52
Beds of Navigable Waters Act, administration .....	MNR 17	391
conditions, monitoring, analysis .....	MOE 33	237
drinking, analysis, public health laboratories .....	HEALTH 14	280
drinking, distribution, treatment, database .....	MOE 31	237
drinking, safe, provision of, policies .....	MOE 31	237
environmental appeals .....	MOE 49	244
Great Lakes, use suitability, degradation prevention .....	MOE 30	236
ground, quality, quantity, management .....	MOE 31	237
information, publications, public, government .....	MNR 3	383
management, research .....	MNR 15	387
power, public land, commercial, industrial, use, permission .....	MNR 17	391
quality, lakes, studies .....	MOE 28	236
resources, utilization, guidelines .....	MNR 15	387
services, municipalities, billing .....	MOE 6	229
slides .....	CCR 25	157
supply, capital project, coordination .....	MOE 40	242
supply, farms, information .....	AG & FOOD 36	55
treatment, distribution, facilities, applications .....	MOE 38	241
treatment, facilities, inspection, municipalities, assistance .....	MOE 33	237
waste, municipal, industrial, treatment, facilities, databases .....	MOE 32	237
works, standards, engineering audits .....	MOE 41	242
<i>see also waste—water</i>		
<b>Water and Wastewater Management Section</b> .....	MOE 32	237
<b>Water Resources Br</b>		
Administrative and Data Section .....	MOE 27	235
Aquatic Biology Section .....	MOE 29	236
Drinking Water Section .....	MOE 31	237
Great Lakes Section .....	MOE 30	236
Limnology Section .....	MOE 28	236
Water and Wastewater Management Section .....	MOE 32	237



		White Page
<b>waterfowl</b>		
management, wildlife programs	MNR 32	402
publications, identification, management, wildlife	MNR 32	402
<b>watershed planning, grants</b>	MNR 15	387
<b>Waterways Policing Program</b>	SOL GEN 37	467
<b>WAVM (Wide Area Vehicle Monitoring)</b>	MTO 45	509
<b>WCB (Workers' Compensation Board)</b>	LABOUR 31	365
<b>weapons, seized, cleared by courts, repository</b>	SOL GEN 32	465
<b>Weed Control Act, administration</b>	AG & FOOD 26	52
<b>weeds</b>		
control, farms, assistance	AG & FOOD 22	46
control, legislation	AG & FOOD 26	52
identification	AG & FOOD 28	52
<b>Weights and Dimensions Office</b>	MTO 53	512
<b>Welcome House</b>	CITIZENSHIP 5	109
<b>welders, licences, qualifications</b>	CCR 24	157
<b>welding, boilers, pressure vessels, safety, inspections</b>	CCR 24	157
<b>welfare</b>		
decisions, appeals	COMSOC 36	140
Municipal Hostel Program	COMSOC 38	141
program description	COMSOC 32	139
recipients, drugs, free, eligibility	HEALTH 30	289
Work Activity Projects	COMSOC 38	141
<i>see also Family Benefits Program; legal aid; OHIP</i>		
<b>wells</b>		
petroleum, drilling, permits	MNR 37	415
petroleum, locations, status, maps	MNR 37	415
petroleum, previously drilled, samples, geophysical reports	MNR 37	415
unsafe, uncontrolled flowing, investigation	MNR 37	415
<b>White Paper</b>		
Office for Senior Citizens Affairs	CABINET 4	5
senior citizens, health, social services, publication	CABINET 4	5
<b>Wide Area Vehicle Monitoring (WAVM)</b>	MTO 45	509
<b>wife assault</b>		
information, publicity, community projects, referrals	WOMEN 6	534
<b>Wildfowl sanctuary, St. Lawrence Parks Commission</b>	MTR 27	495
<b>wildlife</b>		
analysis, pollution	AG & FOOD 27	52
ecology, research	MNR 32	402

hunting, licences, revenue, collection .....	MNR 8	384
information, publications, public, government .....	MNR 3	383
law enforcement .....	MNR 32	402
management, publications, information .....	MNR 32	402
resource programs, habitat, management .....	MNR 32	402
<i>see also hunting</i>		
<b>Wildlife Br</b> .....	MNR 32	402
<b>Wildlife Surveys and Records</b> .....	MNR 32	402
<b>William G. Davis Student Award</b>		
crown employees' children, colleges, universities .....	MCU 8	116
<b>wills</b>		
executor, Public Trustee .....	ATT GEN 11	62
legacies to charities .....	ATT GEN 11	62
lost .....	ATT GEN 32	69
probation, trials .....	ATT GEN 32	69
<b>wine</b>		
distribution, consultants, advice, Vintages stores .....	CCR 37	168
research .....	AG & FOOD 32	53
<i>see also alcohol; liquor</i>		
<b>Wintario, lottery, administration</b> .....	MTR 23	493
<b>Winter Games</b> .....	MTR 10	485
<b>Wire Rope Testing Laboratory</b> .....	LABOUR 24	361
<b>women</b>		
Advisory Council on Women's Issues .....	WOMEN 1	533
economic policy, options .....	TREASURY 18	531
employment equity .....	MTO 14	500
issues, research, social, economic, legal .....	WOMEN 6	534
needy, 60 and over, family benefits, allowance .....	COMSOC 31	139
Programs, policies, equal opportunity .....	WOMEN 2	533
status, needs, legislation, policies, programs .....	WOMEN 1	533
<i>see also Employment Equity Program</i>		
<b>Women's Directorate, Ontario</b> .....	WOMEN 2	533
<b>Women's Health Bureau</b> .....	HEALTH 23	286
<i>wood, SEE timber</i>		
<b>Woodlands Improvement Act, agreement, advice</b> .....	MNR 12	386
<b>woodlots</b>		
tending, advice .....	MNR 12	386
<i>word processing, SEE Administrative Servi</i>		
<b>Work Activity Projects, lifeskills</b> .....	COMSOC 38	141

		White Page
<b>Work Incentive Program</b> .....	COMSOC 35	140
<b>Workers' Compensation Act</b>		
administration .....	LABOUR 31	365
appeals, hearings .....	LABOUR 32	368
<b>Workers' Compensation Appeals Tribunal</b> .....	LABOUR 32	368
<b>Workers' Compensation Board</b>		
employers, assistance, information .....	LABOUR 10	352
grievances, bargaining units .....	LABOUR 30	364
injured workers, claims, representation .....	LABOUR 11	352
Min of Labour .....	LABOUR 31	365
<b>workers, injured, assistance, representation, appeals</b> .....	LABOUR 11	352
<b>working conditions, schedule</b> .....	LABOUR 9	350
<b>wrestlers, wrestling officials, licences</b> .....	CCR 21	156
<b>writers, grants</b> .....	MCC 33	202
<b>Writers-in-Libraries Program</b>		
administration .....	MCC 17	196
<b>writs, execution</b> .....	ATT GEN 31	69
<b>X-rays</b>		
equipment, inspection, registration .....	HEALTH 26	287
occupational, protection .....	LABOUR 22	359
safety, regulations, guidelines, training .....	HEALTH 55	301
<b>YOA (Young Offenders Act)</b> .....	COMSOC 10	130
<b>young offenders</b>		
community corrections programs .....	CORRECTIONS 22	187
detention, reports, probation, supervision, community programs .....	COMSOC 24	137
education, programs .....	CORRECTIONS 25	188
final disposition, offences, criminal, regulatory .....	ATT GEN 35	70
prosecution, crimes .....	ATT GEN 39	72
training schools .....	EDUC 15	213
program administration .....	COMSOC 10	130
<b>Young Offenders Act (YOA)</b>		
offences, prosecutions .....	ATT GEN 6	60
<b>youth</b>		
counselling, life skills, work placements, hotline .....	SKILLS 9	451
custody, detention, facilities .....	COMSOC 10	130
farm experience, summer .....	AG & FOOD 34	54
library services .....	MCC 17	196
prescribed medical equipment, supplies, partial payment .....	HEALTH 31	289
probation, supervision .....	COMSOC 10	130
recreation resources .....	MTR 11	486
<i>see also youth employment</i>		



<b>Youth Corrections Program</b> .....	COMSOC 10	130
<b>youth employment</b>		
Min of Community and Social Services .....	COMSOC 46	144
Min of Correctional Services .....	CORRECTIONS 5	172
Min of Culture and Communications .....	MCC 7	192
Min of Health .....	HEALTH 50	298
Min of Labour, Experience Program .....	LABOUR 16	354
Min of Municipal Affairs .....	MUN AFF 20	376
Min of Natural Resources, coordinates program .....	MNR 6	384
program, grants, administration .....	MCC 10	193
programs, coordination .....	MOE 5	229
Summer Employment for Students Program .....	EDUC 4	208
<i>see also Personnel Br entries</i>		
<b>Youth Employment Counselling Centres</b> .....	SKILLS 9	451
<b>Youth Employment Preparation (YEP)</b> .....	COMSOC 38	141
<b>Youth Employment Services Br</b> .....	SKILLS 9	451
<b>Youth Hotline</b>		
information, youth, employers, employment programs .....	SKILLS 9	451
<b>Youth Trusts</b>		
community-based, youth, unemployment .....	SKILLS 9	451
<b>Youth Venture Capital</b>		
loans, business, year-round, graduates .....	SKILLS 9	451
<b>zoning</b>		
by-laws, applications, appeals, Ontario Municipal Board .....	ATT GEN 21	65
by-laws, preparation, updating, grants .....	MUN AFF 19	375
by-laws, review, transportation proposals, effect .....	MTO 6	498
municipalities, advisory publications .....	MUN AFF 25	378



Lieutenant Governor

## PARLIAMENT

(encompasses three areas of responsibility)

### LEGISLATIVE

- enacts, amends, and repeals legislation
- authorizes the collection of funds
- debates the policies put forth by the Government

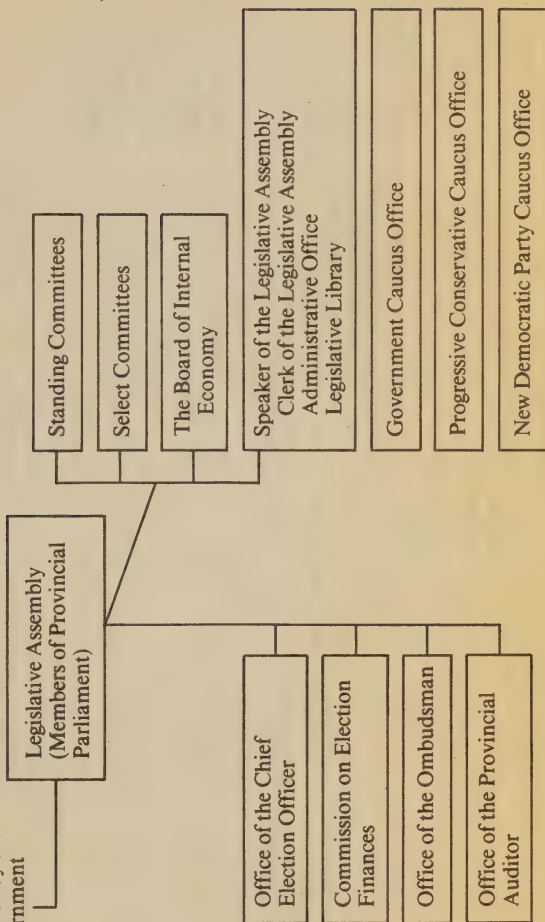
### JUDICIARY

- adjudicates civil & criminal disputes through all levels of courts in the province

### EXECUTIVE

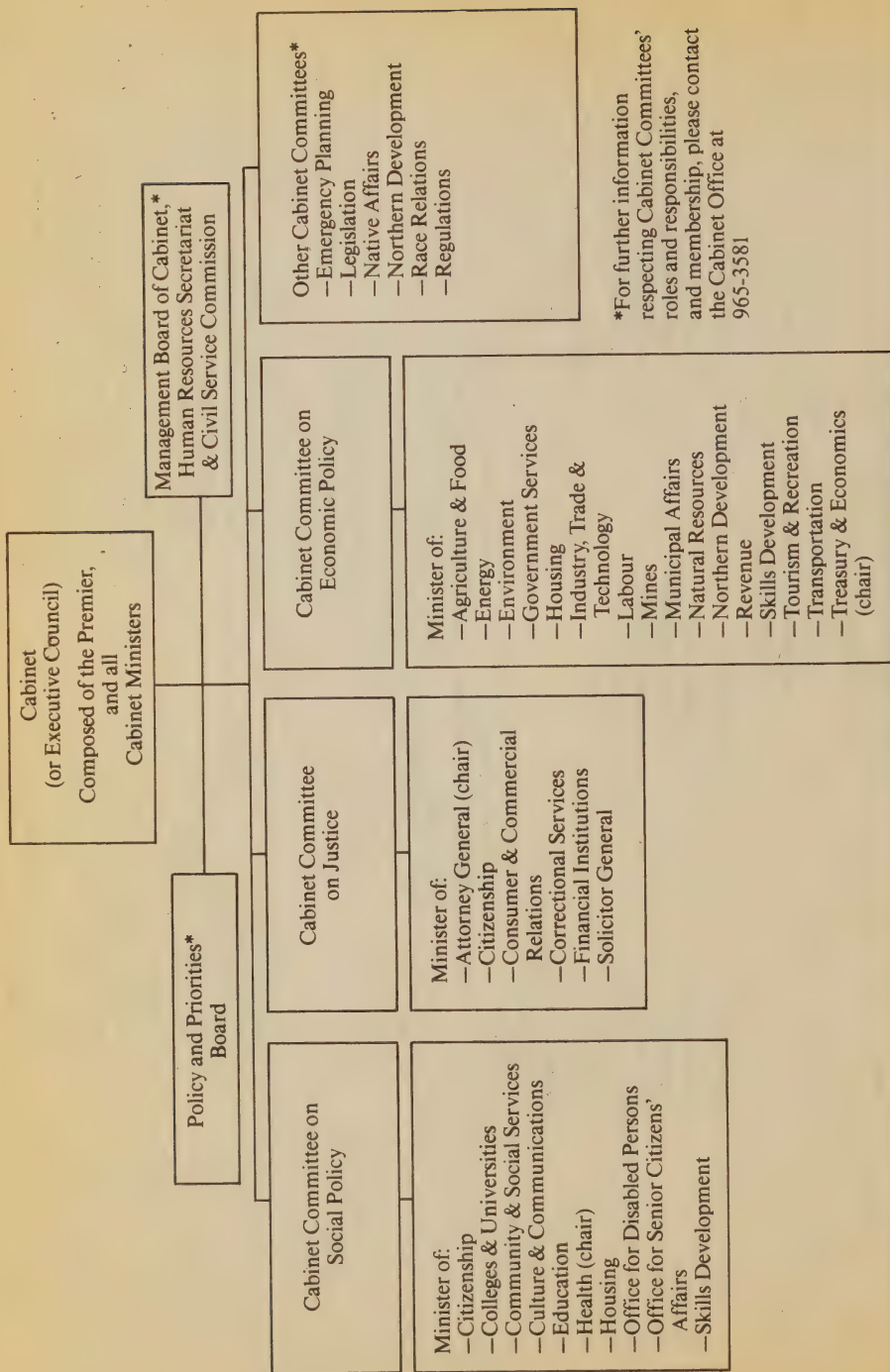
- formulates government policy
- administers government programs

(see next page)





# CABINET AND ITS COMMITTEES



## Index of Ministries

### NOTE:

In the following pages, ministries appear in alphabetical order.

	<b>Page</b>
Agriculture and Food .....	39
Attorney General .....	59
Citizenship .....	107
Colleges and Universities .....	114
Community and Social Services .....	119
Consumer and Commercial Relations .....	148
Correctional Services .....	171
Culture and Communications .....	190
Disabled Persons (See page 40 of Key Word Index) .....	4
Education .....	207
Energy .....	220
Environment .....	228
Financial Institutions .....	247
Francophone Affairs .....	251
Government Services .....	253
Health .....	271
Housing .....	304
Industry, Trade and Technology .....	329
Intergovernmental Affairs .....	345
Labour .....	348
Legislative Assembly .....	16
Management Board of Cabinet .....	7
Municipal Affairs .....	369
Native Affairs .....	381
Natural Resources .....	382
Northern Development and Mines .....	418
Revenue .....	430
Senior Citizens' Affairs (See pages 152 & 153 of Key Word Index) .....	5
Skills Development .....	445
Solicitor General .....	452
Tourism and Recreation .....	483
Transportation .....	496
Treasury and Economics .....	526
Women's Issues .....	533

## THE ONTARIO GOVERNMENT

The three major divisions of parliamentary government in Ontario are the Executive, the Legislative and the Judiciary.

**Executive:** The Queen, represented by the Lieutenant Governor, is the nominal executive and head of state. The Premier and Ministers of the Crown (Cabinet) form the active executive, formulate government policy and administer its programs.

The basic units of the administrative structure headed by the office of the Premier are 28 Ministries (e.g., Education, Health, Environment), each responsible to a Minister in Cabinet.

**Legislative:** The legislative function is the responsibility of the Legislative Assembly composed of elected members, including the Premier and other Ministers. The Assembly performs three main functions: legislative - enacts, amends and repeals legislation; financial - authorizes the imposition of taxes and reviews expenditure estimates; critical - discusses and criticizes policies put forward by the Executive.

**Judiciary:** The judiciary administers justice by adjudicating civil and criminal disputes through the Ontario courts system constituted by provincial statute. Provincial court judges are appointed provincially by the Lieutenant Governor in Council. County, District and Supreme Court of Ontario judges are appointed federally by the Governor General in Council. Courts administration is the responsibility of the Ministry of the Attorney General.

### THE CABINET

#### CABINET

Legislative Bldg., Rm. 381  
Queen's Park, Toronto M7A 1A1  
416-965-1945

CABINET 1

The Cabinet, officially called the **Executive Council**, exercises the executive power of the Ontario Government. The Cabinet is comprised of the Premier, Ministers with responsibility to direct ministries and Ministers without portfolio. The Cabinet Office provides staff support for Cabinet, the Policy and Priorities Board of Cabinet and the Cabinet Committees on Legislation, Justice, Economic Policy, Social Policy and other committees as required. For information on the structure of Cabinet (Executive Council) or access to information under the Freedom of Information and Protection of Privacy Act, visit the Cabinet Office or write to the Freedom of Information Coordinator, Cabinet Office at the above address.

#### OFFICE FOR DISABLED PERSONS

700 Bay St., 3rd Flr.  
Toronto M5G 1Z6  
416-965-3165  
Toll free 1-800-387-4456 (TDD/Voice)

CABINET 2

The Office for Disabled Persons was established in 1985 with the appointment of a Minister Responsible for Disabled Persons. It has four primary responsibilities: public inquiry, promotion and awareness of the abilities of **disabled persons**, policy coordination, and community liaison. The Ontario Advisory Council for Disabled Persons reports to the Minister Responsible for Disabled Persons.



The office promotes awareness of government programs and responsiveness of the policy development process to the needs of disabled persons. It administers a **Community Action Fund** which assists organizations with initiatives towards equality and full social and economic participation of the disabled. An **Access Fund** has been established jointly by the Office for Disabled Persons and the Office for Senior Citizens' Affairs to increase physical access by disabled persons and senior citizens to existing community facilities. Matching grants of up to \$50,000 are available for approved renovations such as ramps, grab bars, brailled features.

The office also funds community-based organizations in Ottawa, London, Kitchener, North Bay and Thunder Bay to assist disabled persons in finding suitable rental accommodation. The **Homelink Program**, is a two-year pilot project to link landlords with suitable accommodation to disabled persons seeking rental housing. There are no fees for users of the services.

**Community Action Awards** are presented each year to disabled persons who have made significant contributions to community life, and citizens who have extensive involvement with disabled persons.

**Information Services** responds to written and telephone (1-800-387- 4456) requests for information on programs and services provided by and through government ministries and community organizations.

**Publications:** Guide to Ontario Government Programs and Services for Disabled Persons (for use by individuals; information listed under headings such as education, access, employment, health services; available in English, French, Italian, and Portuguese); Courier Newsletter; Inventory of Ontario Government Programs and Services for Disabled Persons (for organizations and agencies); Guide for Disabled Drivers in Ontario.

#### ONTARIO ADVISORY COUNCIL FOR DISABLED PERSONS

CABINET 3

700 Bay St., Ste. 203  
Toronto M5G 1Z6  
416-965-9537 (TDD/Voice)

The Ontario Advisory Council for disabled persons advises the government on issues concerning people with **disabilities** in Ontario.

The 17 members meet regularly in Toronto and hold periodic consultation meetings across the province. Council reports to the Legislature through the Minister Responsible for Disabled Persons, and publishes an annual report.

#### OFFICE FOR SENIOR CITIZENS' AFFAIRS

CABINET 4

76 College St., 6th Flr.  
Toronto M7A 1N3  
416-965-5106

The Office for Senior Citizens' Affairs has two primary roles: policy development and information services. In its policy role, the office is responsible for developing an aggregate policy framework for seniors' services, and ensures coordination of policies affecting the elderly. It has specific responsibilities for selected initiatives in the **White Paper** (A New Agenda) on health and social services. The office also provides information to **senior citizens** and promotes recognition of the contributions of seniors to their communities. It produces the 'Guide for Senior Citizens' (in English and French) and the Directory of

Accommodation for Seniors in Ontario; promotes **Ontario Senior Citizens' Month** each June; provides research support for eligible projects; offers financial support to the **Crane Memorial Library** on geriatric and gerontological literature; and maintains links with a wide variety of seniors' organizations and professional groups in the private/voluntary sector.

ONTARIO ADVISORY COUNCIL ON SENIOR  
CITIZENS

CABINET 5

700 Bay St., Ste. 203  
Toronto M5G 1Z6  
416-965-2324 (TDD/Voice)

The Ontario Advisory Council on Senior Citizens advises the Government of Ontario, through the Minister for Senior Citizens' Affairs, on matters pertaining to the well-being of the aged and aging population in Ontario. Council promotes the development of opportunities for self-help for **senior citizens** and reviews current policies which concern aged and aging persons. Appointed by Order-in-Council, it consists of 16 members from across the Province who meet regularly. An annual report is published. Council produces a quarterly **publication**, 'Especially for Seniors', which is mailed to all Ontario senior citizens receiving the Old Age Security Pension.

ACTS

ACTS

CABINET 6

The Office of the Premier is responsible for the Acts listed below.

Executive Council Act  
Lieutenant Governor Act  
Policy and Priorities Board of Cabinet Act  
Representation Act

## MANAGEMENT BOARD OF CABINET

Frost Building South  
Queen's Park, Toronto M7A 1Z6

The Treasury Board, which preceded the Management Board of Cabinet, was first established in 1886 under the Audit Act, and continued from 1954 under the Financial Administration Act. Composed of members of the Executive Council with the Treasurer as Chairman, the Board acted as a committee of the Executive Council on all matters relating to finance, revenues, estimates, expenditures and financial commitments.

Amending legislation of 1956 and later years provided that the Board have a Secretary with a staff. The Treasury Board Secretariat came to function as a department.

In December, 1971, the Management Board of Cabinet and its Secretariat were established under the Management Board of Cabinet Act.

### MANAGEMENT BOARD OF CABINET

#### MANAGEMENT BOARD OF CABINET

MBC 1

Frost Bldg. S., 7th Flr.  
Queen's Park, Toronto M7A 1Z6  
416-586-2000

The Management Board of Cabinet is the Committee of Cabinet responsible for coordinating the financial and administrative operations of the government. The Board operates under the authority of the Management Board of Cabinet Act, and officially represents the Government of Ontario as the employer of its public servants. The Board comprises a Chairman (586-2020), a Vice-Chairman and four to six other members of the Executive Council designated by the Lieutenant-Governor-in-Council.

### MANAGEMENT BOARD SECRETARIAT

#### MANAGEMENT BOARD SECRETARIAT

MBC 2

Frost Bldg. S., 7th Flr.  
Queen's Park, Toronto M7A 1Z6  
416-586-2000

The Management Board Secretariat provides analytical and administrative support to the Management Board of Cabinet. The Office of the Secretary directs the operation and administration of the Secretariat. Divisions and branches are described in the entries that follow.

### PROGRAMS AND ESTIMATES DIVISION

#### PROGRAMS AND ESTIMATES DIVISION

MBC 3

Frost Bldg. S., 6th Flr.  
Queen's Park, Toronto M7A 1Z6  
416-586-2131

The Programs and Estimates Division is responsible for corporate expenditure and manpower control, and the Expenditure Estimates process. The division also participates in the Government's Resource Allocation process, and ensures that formal attention is given to results in the management of programs. Management Board and other Cabinet



Committees receive support and advice in reviewing program implementation plans and proposals, and assessing financial, manpower and results implications of proposed or revised legislation, regulations, policies and programs. To discharge these functions, the division is organized into three branches: Education and Social Services (586-2060), Justice and General Government (586-2001), and Resources Development (586-2022). These three branches have common responsibilities in relation to ministries and Cabinet Committees.

A fourth branch, Expenditure Policy and Divisional Services (586- 2070), coordinates general expenditure and manpower control policies, as well as services for the division.

The fifth branch, Government Activity Review (586-2032), implements the Managing by Results concept and, in conjunction with other ministries, reviews government programs.

## INFORMATION TECHNOLOGY DIVISION

### INFORMATION TECHNOLOGY DIVISION

MBC 4

56 Wellesley St. W., 4th Flr.

Toronto M7A 1Z6

416-586-2121

The Information Technology Division develops and supports corporate administrative policies, strategies and plans which encourage the effective use of information technology in the Ontario Government.

The division also advises the Chairman and Secretary of the Management Board of Cabinet on information technology issues, and provides information systems support services and facilities to the Management Board Secretariat.

## MANAGEMENT POLICY DIVISION

### MANAGEMENT POLICY DIVISION

MBC 5

Frost Bldg. S., 6th Flr.

Queen's Park, Toronto M7A 1Z6

416-586-2030

The division's main objective is to develop and maintain a framework of management policy and improvement initiatives which will ensure that ministries, agencies, boards and commissions administer their programs effectively and efficiently.

All management policies are approved by Management Board, and included in the Management Board of Cabinet **Directives and Guidelines** which the division edits and publishes. Policies deal with the procurement of goods and services, real property, creative services, agency administration, employee expenses and the **Visual Identity Program**.

The division also provides advice and consultation on the organizational design of the Ontario Public Service's executive level, and the organizational implications of new government policies and programs or Cabinet submissions.

Implementation of government-wide management or administrative initiatives is coordinated by the division. Current projects include the **Freedom of Information Act** and the special initiative on Procurement. The Advertising Review Board, which coordinates the acquisition of government advertising and creative communications services, is an integral part of the division's mandate.

The division is also responsible for a number of publications, including 'Ontario Principles and Standards of Management', which documents Ontario's management philosophy and standards for management practices; the newsletter, 'Managing Together', which addresses various management concerns and issues within the Ontario Public Service; and publications of general interest on the structure and management of government.

## HUMAN RESOURCES SECRETARIAT

### HUMAN RESOURCES SECRETARIAT

MBC 6

Frost Bldg. S., 7th Flr.

Queen's Park, Toronto M7A 1Z5

416-965-2076

The Human Resources Secretariat, as the corporate advocate for promoting the best practices in human resources management, provides advice and support to ministries. Human resources management policies, programs, and initiatives are developed in consultation with ministries, and in support of the business of government. The Secretariat also acts on behalf of Management Board of Cabinet, the employer, in collective bargaining and employee relations matters, and on behalf of the Civil Service Commission for most human resource functions set out in the Public Service Act.

### EXECUTIVE MANAGEMENT BRANCH

MBC 7

Frost Bldg. S., 3rd Flr.

Queen's Park, Toronto M7A 1Z5

416-965-5435

The Executive Management Branch designs and administers programs related to staffing, compensation, education and human resources planning in the executive ranks of the Ontario Public Service.

### STAFF RELATIONS BRANCH

MBC 8

790 Bay St., 10th Flr.

Toronto M5G 1N8

416-965-2002

The Staff Relations Branch represents the Crown as the employer in all **collective bargaining** in the **Ontario Public Service**. Responsibilities include determining and coordinating **labour relations** policy in all ministries; and collecting, analyzing and exchanging **statistics** and other data on **employment** and **compensation** practices in the public and private sectors. The Health and Safety Section coordinates Occupational Health and Safety Policy in the Ontario Public Service, and provides advice and training for the employer.

### NORTHERN ONTARIO RELOCATION PROGRAM

MBC 9

Ferguson Block, 7th Flr.

Queen's Park, Toronto M7A 1Z5

416-963-3801

This program provides central coordination of the human resource component in the decentralization of government operations to the North. Ministries receive assistance in identifying, researching and resolving human resource issues, and in recommending changes to policy and procedures through a human resources coordinating committee and coordinator's council to the Deputy Ministers' Steering Committee. Essential communica-

tion lines are maintained with the Ontario Public Service Employees' Union by means of a Joint Consultation Committee.

#### FRENCH LANGUAGE COORDINATOR

MBC 10

Frost Bldg. S., 3rd Flr.  
Queen's Park, Toronto M7A 1Z5  
416-965-0856

The Office of the French Language Coordinator advises the Deputy Minister and senior management of the Human Resources Secretariat and the Management Board Secretariat on all matters pertaining to the French Language Services Act. The Office also deals with the Franco- Ontarian public and media; administers an **Ontario-Quebec Summer Job Exchange Program** for university **students**; and coordonates civil servant **exchanges** between Ontario and Quebec.

#### MARKETING AND CORPORATE INFORMATION SERVICES

MBC 11

Frost Bldg. S., 2nd Flr.  
Queen's Park, Toronto M7A 1Z5  
416-965-6403

The section provides marketing, creative and technical services to the Secretariat's staff to support the achievement of strategic goals.

#### PUBLIC SECTOR PENSIONS ADVISORY BOARD

MBC 12

101 Bloor St. W., 3rd Flr.  
Toronto M5S 1P7  
416-963-1302

The Board provides the Chairman of the Management Board of Cabinet with information and advice on employee **pensions** in the Ontario Public Sector.

#### ORGANIZATION EFFECTIVENESS DIVISION

#### ORGANIZATION EFFECTIVENESS DIVISION

MBC 13

Frost Bldg. S., 3rd Flr.  
Queen's Park, Toronto M7A 1Z5  
416-965-3728

This division provides ministries with corporate services and policy direction in staffing, education and **French** language training and evaluation, as well as a corporate consulting service capability in human resources management. Financial, administrative, and personnel services are made available to the Human Resources Secretariat, the Civil Service Commission, and the Public Sector Pensions Advisory Board. In addition, the division provides personnel services to the Management Board Secretariat.

The division has four branches: Education Services, Staffing Services, Administrative Services, and Employment Equity.



## EDUCATION SERVICES BRANCH

MBC 14

151 Bloor St. W., 9th Flr.  
 Toronto M5S 1S4  
 416-965-3935

The branch has three sections: Corporate Education Programs, the French Training and Evaluation Centre, and Consulting Services.

The Corporate Education Programs Section (965-1438) provides a wide range of corporate education, training and development courses and seminars on a chargeback or fee-for-service basis. It supports ministries in areas of **educational** needs analysis, train the trainer methodologies and in-house and custom designed programs. A Corporate Education Programs course calendar is produced for Ontario Public Service client groups.

The French Training & Evaluation Centre (965-4162) offers **french language** testing and training to Ontario Public Service employees. The Centre also assists ministries with the recruitment of bilingual staff by developing and maintaining an inventory of bilingual and francophone employees.

The Consulting Services Section (965-2091) actively assists ministries with the implementation of human resource management policies, programs and initiatives. The section also offers consulting services in managing organizational change and improving organizational effectiveness.

## STAFFING SERVICES BRANCH

MBC 15

Frost Bldg. S., 1st Flr.  
 Queen's Park, Toronto M7A 1Z5  
 416-965-1483  
 416-965-6081

The branch develops staffing policies, services and **employment**-related initiatives, such as the **internship program**. Responsibilities include collecting and analysing information on staffing activity across the Ontario Public Service, providing employment information to people and organizations outside the service, and researching employment trends and developments. Branch initiatives also encompass the review of selected personnel policies and programs.

The Employment Information Services Section (965-6081) provides employment information and advice to the public, and maintains a **Central Resource Bank** of qualified job applicants for use by ministries when filling staffing requirements. In addition, the section offers advice and coordination in special staffing situations, such as redeployment of staff who are surplus or returning from long-term disability, and employment of persons with **disabilities**. Reports on staffing activities are provided to ministries, agencies, boards and commissions of the Ontario Public Service.

The Policy and Program Development Section (965-1483) develops policies and programs for staffing the Ontario Public Service. The section provides advice, interpretations and assistance to ministries recruiting and selecting their employees under delegated authority. Ministry personnel administrators and line managers are trained to apply new and established staffing initiatives.

**ADMINISTRATIVE SERVICES BRANCH**

**MBC 16**

Frost Bldg. S., 3rd Flr.  
Queen's Park, Toronto M7A 1Z5  
416-965-1463

The Administrative Services Branch coordinates the provision of financial, administrative, and personnel services to the Human Resources Secretariat, Civil Service Commission, and Public Sector Pensions Advisory Board, and the provision of personnel services to the Management Board Secretariat.

Financial Services (965-5404) offers budgetary, financial planning and analysis services to senior management, and liaises with the Management Board Secretariat with respect to financial and estimates issues.

Administrative Services (965-3901) is responsible for liaison activities related to accommodation, purchasing, records management and moveable assets control. The section also revises and distributes the Public Service Act (loose-leaf edition), The Ontario Manual of Administration, Volume 2, and the Benefits Administrator's Manual.

Information Systems (965-1401) provides and maintains corporate personnel data. The section also assists the Human Resources Secretariat with information technology strategic planning; offers training and support for systems applications; and provides procedures for obtaining, maintaining and using data.

Personnel Services (965-2065) works mainly in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. The section is responsible for the establishment of Ministry personnel policies, procedures, and employee classification and compensation levels; staff recruitment, training and counselling; and all matters affecting working conditions and performance. Personnel, payroll, and employee benefit records are maintained. The section also develops and coordinates a human resources management framework which includes employment equity, and strategies for renewal.

**EMPLOYMENT EQUITY BRANCH**

**MBC 17**

Frost Bldg. S., 2nd Flr.  
Queen's Park, Toronto M7A 1Z5  
416-965-4941

The branch administers an employment equity program for employees of the Ontario Civil Service, with special attention to five designated groups: racial minorities, aboriginal people, francophones, persons with disabilities, and women. Two special reports describing two employment equity surveys of the Ontario Public Service have been produced by the branch. Both reports are available to the general public in print or on audio-tape.

**EMPLOYEE RELATIONS AND COMPENSATION DIVISION**

**EMPLOYEE RELATIONS AND COMPENSATION  
DIVISION**

**MBC 18**

Frost Bldg. S., 3rd Flr.  
Queen's Park, Toronto M7A 1Z5  
416-965-5443

The division provides leadership in the development of plans and systems in the human resources field. Research is conducted on the social/economic/legislative environment,

and employment policies and practices in the private and public sector. The division integrates various government initiatives to ensure that human resource management considerations are included in ministries' strategic plans. It also directs compensation, benefits and collective bargaining; conducts research on pay equity legislation for the Government of Ontario; and provides leadership in the development and training of executives.

#### STRATEGIC PLANNING AND PROJECTS BRANCH

MBC 19

Frost Bldg. S., 3rd Flr.  
Queen's Park, Toronto M7A 1Z5  
416-963-0820

The branch develops strategic human resource directions for the Ontario Public Service (OPS). Goals and timetables are established to ensure that the OPS reflects the diversity of the population it serves. The branch also conducts research on the social/economic/legislative environment, and employment policies and practices in the private and public sectors. Leadership is provided in the development of policies reflecting the OPS's desire to be a model employer.

#### MANAGEMENT PAY AND CLASSIFICATION BRANCH

MBC 20

Frost Bldg. S., 2nd Flr.  
Queen's Park, Toronto M7A 1Z5  
416-965-0559

The branch administers the pay & classification of all management positions in the **Ontario Public Service (OPS)**. Responsibilities include developing policy and standards for classification; making recommendations to the Commission on pay policy for management employees; recommending pay revisions for management classes; and developing technology for the maintenance of pay determination processes, monitoring and cost forecasting systems. The branch also provides personnel officers and line managers with training in **compensation**.

#### BARGAINING UNIT PAY AND CLASSIFICATION BRANCH

MBC 21

Frost Bldg. S., 2nd Flr.  
Queen's Park, Toronto M7A 1Z5  
416-965-1022

The branch administers the pay and classification of all Bargaining Unit positions in the **Ontario Public Service (OPS)**. Responsibilities include developing policy and standards for classification; consulting with the Bargaining Unit and making recommendations to the Commission on pay policy; recommending pay revisions for bargaining unit classes; and developing technology for the maintenance of pay determination processes, monitoring and cost forecasting systems. The branch also implements pay equity for all government employees.



## **BENEFITS POLICY BRANCH**

MBC 22

Frost Bldg. S., 2nd Flr.  
Queen's Park, Toronto M7A 1Z5  
416-965-9419

The Benefits Policy Branch develops and coordinates the implementation of policies on **pensions** and **benefit** programs for **Ontario Public Service (OPS) employees**. The branch coordinates activities monitoring the pension escalation fund and **insurance** programs; assists the Staff Relations Branch in negotiating employee benefits in the OPS; and produces, updates and distributes information on benefits and pensions to all civil servants. Inquiries on the administration of benefit plans should be directed to the respective ministry personnel branch or the Employee Benefits and Data Services Branch, Ministry of Government Services (965-6861). The Benefits Policy Branch also provides administrative support to the **Quarter Century Club** of the Province of Ontario (965-5761).

## **COMMUNICATIONS**

MBC 23

790 Bay St., 11th Flr.  
Toronto M5S 1N8  
416-965-5621 (editorial and advertising)  
416-965-6581 (focal point; circulation)

The Communications section collects, edits and publishes material for **topical**, and coordinates and processes personnel **advertising** in **jobmart** and external media, on behalf of Ontario Government ministries and agencies.

Graphic arts and publishing advice and production are provided on request.

## **ACTUARIAL SERVICES**

MBC 24

George Drew Bldg., 1st Flr.  
25 Grosvenor St.  
Toronto M4Y 1A9  
416-965-7877

This office offers consulting services to ministries responsible for the design, cost analysis, and administration of employee benefit programs. Activities include the provision of all actuarial services for the Public Service Superannuation Fund (PSSF) and the Superannuation Adjustment Fund (SAF).

## **PUBLIC SERVICE SUPERANNUATION BOARD**

### **PUBLIC SERVICE SUPERANNUATION BOARD**

MBC 25

c/o Employee Benefits and Data Services Branch  
25 Grosvenor St., 14th Flr.  
Toronto M7A 1R1  
416-965-6861

Under the Public Service Superannuation Act, the Board approves **pension** entitlements and evaluates claims for disability and survivor pensions. It also hears appeals of administrative decisions made by the Employee Benefits and Data Services Branch of the Ministry of Government Services.

**CIVIL SERVICE COMMISSION****CIVIL SERVICE COMMISSION**

MBC 26

Frost Bldg. S., 3rd Flr.

Queen's Park, Toronto M7A 1Z5

416-965-5768

The Civil Service Commission oversees and reports on the government's performance as an employer, with particular emphasis on compliance with the Public Service Act and maintenance of the merit principle. The Commission also initiates the development of corporate values on matters such as conflict of interest and employee ethics. Authority for policy development and administration, with respect to human resources management, has been delegated to the Human Resources Secretariat and the ministries.

**ACTS****ACTS**

MBC 27

The Management Board of Cabinet is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the communications branch.

Management Board of Cabinet Act, 1971

Public Service Act, 1981

Public Service Superannuation Act

Successor Rights (Crown Transfers Act), 1977

Superannuation Adjustment Benefits Act

## LEGISLATIVE OFFICES

**Legislative Building**

**Queen's Park, Toronto M7A 1A2**

### LEGISLATIVE ASSEMBLY

### LEGISLATIVE 1

The Legislative Assembly, commonly called the House, consists of 130 **Members of Provincial Parliament** (MPPs) elected to represent the people in their constituencies. The Assembly performs legislative, financial and critical functions. It considers proposals for **legislation or bills**; enacts, amends and repeals legislation; authorizes the collection of funds from the people of Ontario; and criticizes the policies put forth by the Premier and the Cabinet. As the presiding officer, the Speaker of the Assembly is responsible for both the policy and operations of the Legislature. The Clerk of the Assembly, in the capacity of principal permanent officer, provides the Speaker and MPPs with procedural advice.

Another important feature of the Assembly, designed to enhance the legislative process, is the committee system. Three types of committees, commonly known as Standing Committees, Select Committees and the Committee of the Whole House, review legislation, scrutinize budget estimates, and undertake special studies or investigations.

**Standing Committees**, composed of Members drawn from each political party, are created and given areas of jurisdiction at the beginning of each session. Meeting while the Legislative Assembly is in session and often during recesses, the committees report from time to time on matters referred to them. Standing Committees are automatically terminated when a session ends.

**Select Committees**, composed of fewer Members than Standing Committees, are ad hoc groups appointed by the Legislative Assembly to inquire into specific and complex issues. A Select Committee is dissolved once its task is completed.

**Committee of the Whole House** refers to the Legislative Assembly when it sits to debate certain matters, such as a bill after it has had second reading. The Deputy Speaker or the Chairman of the Committee of the Whole House presides over this sitting.

Information on select and standing committees may be obtained from the Office of the Clerk of the Legislative Assembly, Legislative Building, Queen's Park, Toronto M7A 1A2 (965-1406).

Following is a list of Members of Provincial Parliament and their **constituency offices**. The list consists of two parts: member/constituency and constituency/member. The member/constituency list includes constituency addresses and local and toll-free telephone numbers for each MPP. Refer to the Government of Ontario Telephone Directory for MPPs' local telephone numbers in Queen's Park, Toronto.



**MEMBER/CONSTITUENCY**

*Peter Adams, LIB*  
*(Peterborough)*  
 Peterborough Square  
 360 George St. N.  
**Peterborough K9H 3R1**  
 705-742-3777

*Richard Allen, NDP*  
*(Hamilton West)*  
 196 Locke St. S.  
**Hamilton L8P 4B4**  
 416-527-2556

*Bill Ballinger, LIB*  
*(Durham York)*  
 66 Main St., Unit #2  
**Mount Albert L0G 1M0**  
 416-473-5103  
 If long distance dial  
 1-800-263-7411

*Charles Beer, LIB*  
*(York North)*  
 220 Industrial Parkway S., Unit #38  
**Aurora L4G 3V6**  
 416-727-1985  
 416-889-8622

*Ken Black, LIB*  
*(Muskoka-Georgian Bay)*  
 7 Ontario St.  
**Bracebridge P0P 1C0**  
 705-645-2341  
 If long distance dial  
 1-800-461-5427 and

516 Elizabeth St.  
**Midland L4R 2A1**  
 705-526-8671

*Maurice Bossy, LIB*  
*(Chatham Kent)*  
 30 Raleigh St.  
**Chatham N7M 2M7**  
 519-351-3713  
 If long distance dial  
 1-800-265-5297

*Hon. James Bradley, LIB*  
*(St. Catharines)*  
 2 Secord Dr., Unit #2  
**St. Catharines L2N 1K8**  
 416-935-0018

*Andrew S. Brandt, PC*  
*(Sarnia)*  
 155 N. Front St.  
 Seaway Towers  
**Sarnia N7T 7V5**  
 519-344-9434

*Mike Breaugh, NDP*  
*(Oshawa)*  
 40 King St. W., Ste. 302  
**Oshawa L1H 1A4**  
 416-723-2411

*Mike Brown, LIB*  
*(Algoma Manitoulin)*  
 Algo Centre Shopping Mall  
 151 Ontario Ave.  
**Elliot Lake P5A 2T2**  
 705-461-9710 and

71 Centre St.  
**Espanola P0P 1C0**  
 705-869-4146 and

11 Robinson St.  
 Box 78  
**Little Current P0P 1K0**  
 705-368-2227

*Marion Bryden, NDP*  
*(Beaches-Woodbine)*  
 2118 Danforth Ave.  
**Toronto M4C 1J9**  
 416-421-1810

*Robert V. Callahan, LIB*  
(Brampton South)  
1 Bartley Bull Parkway, Ste. 20  
**Brampton L6W 3T7**  
416-453-8453

*Sterling Campbell, LIB*  
(Sudbury)  
200 Brady St.  
**Sudbury P3E 5K3**  
705-675-1914

*Hon. Elinor Caplan, LIB*  
(Oriole)  
30 Esterbrooke Ave., Apt. 201  
**North York M2J 2C4**  
416-494-6856

*Doug Carrothers, LIB*  
(Oakville South)  
1515 Rebecca St.  
Hopedale Mall, Ste. 224  
**Oakville L6L 5G8**  
416-847-2011

*Brian Charlton, NDP*  
(Hamilton Mountain)  
688 Queensdale Ave. E., 3rd Flr.  
**Hamilton L8V 1M1**  
416-388-9734

*Bob Chiarelli, LIB*  
(Ottawa West)  
2249 Carling Ave., Ste. 404  
**Ottawa K2B 7E9**  
613-596-2016

*John Cleary, LIB*  
(Cornwall)  
404 Montreal Rd.  
**Cornwall K6H 1B8**  
613-933-6513

*Shirley Collins, LIB*  
(Wentworth East)  
943 Queenston Rd.  
**Stoney Creek L8G 1B7**  
416-662-4442  
416-664-6500

*Hon. Sean G. Conway, LIB*  
(Renfrew North)  
203 Renfrew St.  
**Pembroke K8A 5S2**  
613-735-6627  
If long distance ask  
operator for Zenith 20970

*Dave Cooke, NDP*  
(Windsor-Riverside)  
4848 Tecumseh Rd. E., Unit 8  
**Windsor N8T 1B8**  
519-944-4343

*David Cooke, LIB*  
(Kitchener)  
742 King St. W., Unit 5  
**Kitchener N2G 1E7**  
519-579-5460

*Joseph Cordiano, LIB*  
(Lawrence)  
2958 Dufferin St.  
**Toronto M6B 3S9**  
416-785-3520

*Don Cousens, PC*  
(Markham)  
8444 Woodbine Ave.  
**Markham L3R 4X7**  
416-475-0021  
If long distance ask  
operator for Zenith 70360

*Dianne Cunningham, PC*  
(London North)  
666 Wonderland Rd. N.  
**London N6H 4K9**  
519-472-0433

*Sam Cureatz, PC*  
(Durham East)  
68 King St. E.  
**Bowmanville L1C 3X2**  
416-623-6663  
If long distance ask  
operator for Zenith 13140 and

192 Queen St.,  
**Port Perry L0B 1N0**  
 416-985-9968 and

13 Taunton Rd. E.  
**Oshawa L1G 3T6**  
 416-571-2084

*Hon. Alvin Curling, LIB*  
 (Scarborough North)  
 4271 Sheppard Ave. E., Ste. L2  
**Scarborough M1S 4G4**  
 416-297-5040

*Dr. Hans Daigeler, LIB*  
 (Nepean)  
 1445 Woodroffe Ave.  
**Nepean K2G 1W1**  
 613-727-9795

*Mike Dietsch, LIB*  
 (St. Catharines-Brock)  
 183 King St.  
**St. Catharines L2R 3J5**  
 416-682-3488

*Hon. John Eakins, LIB*  
 (Victoria-Haliburton)  
 1 Russell St. E., Unit 3  
**Lindsay K9V 1Z7**  
 705-324-6654  
 If long distance dial  
 1-800-461-7672

*Hon. Hugh Edighoffer, LIB*  
 (Perth)  
 156 Waterloo St. S.  
**Stratford N5A 4B4**  
 519-271-2081  
 If long distance ask  
 operator for Zenith 19930

*Walt Elliot, LIB*  
 (Halton North)  
 18C Martin St.  
**Milton L9T 2P9**  
 416-878-1729

*Hon. Murray Elston, LIB*  
 (Bruce)  
 816 Queen St.  
 Box 565  
**Kincardine N2Z 2Y9**  
 519-396-4735

*Herbert A. Epp, LIB*  
 (Waterloo North)  
 55 Erb St. E., Ste. 315  
**Waterloo N2J 4K8**  
 519-886-0780

*Ernie Eves, PC*  
 (Parry Sound)  
 159 Marie St.  
**South River P0A 1X0**  
 705-386-0091  
 If long distance dial  
 1-800-461-7511 and

7 Miller St.  
**Parry Sound P2A 1S7**  
 705-746-4266

*Mike Farnan, NDP*  
 (Cambridge)  
 13 Ainslie St. S.  
**Cambridge N1R 3J9**  
 519-623-5852

*Frank Faubert, LIB*  
 (Scarborough-Ellesmere)  
 2100 Ellesmere Rd., Ste. 111  
**Scarborough M1H 3B7**  
 416-438-1242

*Joan Fawcett, LIB*  
 (Northumberland)  
 55 King St. W.  
 Victoria Hall, 2nd Flr.  
**Cobourg K9A 2M2**  
 416-372-4000  
 If long distance dial  
 1-800-263-3980



*Rick Ferraro, LIB*  
(Guelph)  
179 Woolwich St.  
**Guelph N1H 3V4**  
519-836-4190

*David G. Fleet, LIB*  
(High Park-Swansea)  
2100 Bloor St. W.  
**Toronto M6S 4Y7**  
416-762-6959

*Hon. René Fontaine, LIB*  
(Cochrane North)  
12B Byng Ave.  
**Kapuskasing P5N 1W3**  
705-335-6400  
If long distance ask  
operator for Zenith 80880 and

810 George St., Box 2559  
**Hearst P0L 1N0**  
705-362-7444

*Hon. Ed Fulton, LIB*  
(Scarborough East)  
255 Morningside Ave., Ste. 309  
Morningside Mall  
**Scarborough M1E 3E6**  
416-281-2787

*Allan Furlong, LIB*  
(Durham Centre)  
122 Dundas St. W.  
**Whitby L1N 2L9**  
416-430-1141

*Hon. Bernard C. Grandmaître, LIB*  
(Ottawa East)  
25 Montreal Rd.  
**Vanier K1L 6E8**  
613-744-4484

*Ruth Grier, NDP*  
(Etobicoke-Lakeshore)  
2800 Lakeshore Blvd. W.  
**Toronto M8V 1H5**  
416-259-2249

*Ray Haggerty, LIB*  
(Niagara South)  
228 Catherine St.  
**Port Colborne L3K 4K8**  
416-835-8342  
If long distance dial  
1-800-263-9743 and

2618 Stevensville Rd.  
**Stevensville L0S 1S0**  
416-382-2791

*Howard Hampton, NDP*  
(Rainy River)  
205 Main St.  
**Atikokan P0T 1C0**  
807-597-2629 and

436 C Scott St.  
**Fort Frances P9A 1H2**  
807-274-7619  
If long distance dial  
1-800-465-8501 and

Apt. 202  
494 Pine St.  
**Ignace P0T 1T0**  
807-934-6390

*Mike Harris, PC*  
(Nipissing)  
374 Fraser St., Ste. 1  
**North Bay P1B 3W7**  
705-474-8340  
If long distance ask  
operator for Zenith 32580 and

229 Main St.  
**Sturgeon Falls P0H 2G0**  
705-753-1620

*Christine Hart, LIB*  
(York East)  
196 O'Connor Dr.  
**Toronto M4J 2T1**  
416-425-4560

*Jim Henderson, LIB*  
*(Etobicoke-Humber)*  
 3065 Bloor St. W.  
**Toronto M8X 1C6**  
 416-236-2702

*Hon. Chaviva Hošek, LIB*  
*(Oakwood)*  
 485 Oakwood Ave.  
**Toronto M6E 2W4**  
 416-658-1355

*Cam Jackson, PC*  
*(Burlington South)*  
 460 Brant St., Unit #23  
**Burlington L7R 4B6**  
 416-639-7924

*Jack Johnson, PC*  
*(Wellington)*  
 165 King St. W.  
**Mount Forest N0G 2L0**  
 519-323-3991  
 If long distance dial  
 1-800-265-2366

*Richard F. Johnston, NDP*  
*(Scarborough West)*  
 3553 St. Clair Ave. E.  
**Scarborough M1K 1L6**  
 416-266-1725

*Ron Kanter, LIB*  
*(St. Andrew-St. Patrick)*  
 1075 Bathurst St.  
**Toronto M5R 3G8**  
 416-588-6565

*Hon. Vincent G. Kerrio, LIB*  
*(Niagara Falls)*  
 5089 Victoria Ave.  
**Niagara Falls L2E 4E2**  
 416-357-0681

*Ken Keyes, LIB*  
*(Kingston and the Islands)*  
 51 Queen St.  
**Kingston K7K 1A3**  
 613-547-2385

*Taras Kozyra, LIB*  
*(Port Arthur)*  
 230 Park Ave.  
**Thunder Bay P7B 5L4**  
 807-345-3647

*Hon. Monte Kwinter, LIB*  
*(Wilson Heights)*  
 539 Wilson Heights Blvd.  
**Downsview M3H 2V7**  
 416-630-0080

*Floyd Laughren, NDP*  
*(Nickel Belt)*  
 372 Errington St.  
 Box 808  
**Chelmsford P0M 1L0**  
 705-855-3531/4366  
 If long distance ask  
 operator for Zenith 44270

*Linda LeBourdais, LIB*  
*(Etobicoke West)*  
 3843 Bloor St. W.  
**Etobicoke M9B 1K9**  
 416-234-8088

*Laureano Leone, LIB*  
*(Downsview)*  
 3585 Keele St., Ste. 3  
**Downsview M3J 3H5**  
 416-633-2471

*Ron Lipsett, LIB*  
*(Grey)*  
 11 Main St. W.  
 P.O. Box 470  
**Markdale N0C 1H0**  
 519-986-3102 and  
 317 Ninth St. E.  
 P.O. Box 606  
**Owen Sound N4K 5R4**  
 519-371-2421

*Tony Lupusella, LIB*  
(Dovercourt)  
15 Brandon Ave.  
**Toronto M6H 2C8**  
416-588-0552

*Keith MacDonald, LIB*  
(Prince Edward-Lennox)  
114 Centre St. N.  
**Napance K7R 1N3**  
613-354-4368  
If long distance dial  
1-800-267-3178 and

Armoury Towne Mall  
P.O. Box 660  
**Picton K0K 2T0**  
613-476-6732

*Bob Mackenzie, NDP*  
(Hamilton East)  
1522 Main St. E.  
**Hamilton L8K 1E3**  
416-544-9644

*Steve Mahoney, LIB*  
(Mississauga West)  
1140 Burnhamthorpe Rd. W., Ste. 126  
**Mississauga L5C 4E9**  
416-897-8815

*Hon. Remo Mancini, LIB*  
(Essex South)  
7 Talbot St. W.  
**Leamington N8H 1M3**  
519-326-2031  
If long distance dial  
1-800-256-5344

*Margaret Marland, PC*  
(Mississauga South)  
106 Lakeshore Rd. E.  
**Mississauga L5G 1E3**  
416-278-1557

*Shelley Martel, NDP*  
(Sudbury East)  
R.R. 1, Site 3  
4527 Elmview Dr.  
**Hanmer P0M 1Y0**  
705-969-3621  
If long distance ask  
operator for Zenith 52970

*Gino Matrondola, LIB*  
(Willowdale)  
6095A Yonge St.  
**Willowdale M2M 3W2**  
416-733-7878

*George R. McCague, PC*  
(Simcoe West)  
Main Legislative Bldg., Rm. 117 N. Wing  
**Queen's Park, Toronto M7A 1A2**  
416-965-8983  
If long distance dial  
1-800-268-7542

*Carman McClelland, LIB*  
(Brampton North)  
9780 Bramalea Rd., Ste. 402  
**Bramalea L6S 2P1**  
416-458-1310

*Jim McGuigan, LIB*  
(Essex Kent)  
12 Erie St. S.  
P. O. Box 40  
**Merlin N0P 1W0**  
519-689-4031 and

47 Main St. W.  
**Ridgetown N0P 2C0**  
519-674-2853  
If long distance ask  
operator for Zenith 42230 and

Place Notre Dame  
419 Notre Dame  
**Belle River N5R 1A0**  
519-728-4100  
If long distance dial  
1-800-265-3992



*Dalton McGuinty, LIB*  
*(Ottawa South)*  
 1729 Bank St., Ste. 5  
**Ottawa K1V 7Z5**  
 613-733-6801

*Allan McLean, PC*  
*(Simcoe East)*  
 41 Coldwater St. E.  
 Box 2320  
**Orillia L3V 6S2**  
 705-326-3246  
 705-835-3244 and

29 Main St.  
**Penetanguishene L0K 1P0**  
 705-549-4521

*Hon. Lyn McLeod, LIB*  
*(Fort William)*  
 Victoriaville Centre  
 709 Victoria Ave. E.  
**Thunder Bay P7C 3V4**  
 807-623-9237

*Frank Miclash, LIB*  
*(Kenora)*  
 207 First St. S.  
**Kenora P9N 1C2**  
 807-468-6311 and

253 Riverview Dr.  
**Dryden P8N 1W7**  
 807-223-5000 and  
 Box 1314  
**Sioux Lookout P0V 2T0**  
 807-737-2140 and

Box 21  
**Cochenour P0V 1L0**  
 807-662-2096

*Gordon I. Miller, LIB*  
*(Norfolk)*  
 The Explorer Inn  
**Jarvis N0A 1J0**  
 519-587-2716  
 If long distance ask  
 operator for Zenith 11340 and

19 Ridout St. W.  
**Tillsonburg N4G 2C8**  
 519-842-6731

*Gilles E. Morin, LIB*  
*(Carleton East)*  
 2057 Meadowbrooke St.  
**Gloucester K1B 4W7**  
 613-749-9941

*Karl Morin-Strom, NDP*  
*(Sault Ste. Marie)*  
 123 March St., Rm. 203  
**Sault Ste. Marie P6A 2Z5**  
 705-949-6959

*Hon. Lily Munro, LIB*  
*(Hamilton Centre)*  
 346 Main St. E.  
**Hamilton L8N 1J2**  
 416-529-1277

*Dave Neumann, LIB*  
*(Brantford)*  
 233 Colborne St., Ste. 104  
**Brantford N3T 2H4**  
 519-759-0361

*Cindy Nicholas, LIB*  
*(Scarborough Centre)*  
 2873 Kingston Rd.  
**Toronto M1M 1N3**  
 416-261-9525

*Brad Nixon, LIB*  
*(York Mills)*  
 Parkwood Village Shopping Mall  
 1277 York Mills Rd., Ste. 212  
**Don Mills M3A 1Z5**  
 416-445-4040

*Hon. Robert F. Nixon, LIB*  
(Brant-Haldimand)

63 Grand River St. N.

**Paris N3L 2M3**

519-442-6445

If long distance ask  
operator for Zenith 75820 and

316 Chestnut St.

**Dunnville N1A 2H3**

416-774-9422

*Steve Offer, LIB*

(Mississauga North)

277 Queen St. S., 2nd Flr.

**Streetsville L5M 1L9**

416-826-7200

*Hon. Hugh P. O'Neil, LIB*  
(Quinte)

5 Stewart St.

**Trenton K8V 6H5**

613-392-3038 and

c/o Century Place

199 Front St. S., 1st Level

**Belleville K8N 5H5**

613-962-1144

*Yvonne O'Neill, LIB*

(Ottawa Rideau)

2435 Bank St.

**Ottawa K1V 8R9**

613-738-7768

*Bruce Owen, LIB*

(Simcoe Centre)

Cedar Point Mall

370 Dunlop St. W., Unit 904

**Barrie L4N 1C2**

705-737-4242

If long distance dial

1-800-461-5473

*Hon. Richard Patten, LIB*

(Ottawa Centre)

470 Somerset St. W.

**Ottawa K1R 5J8**

613-237-0212

*Harry Pelissero, LIB*

(Lincoln)

800 Ontario St.

**Beamsville L0R 1B0**

416-563-4973

If long distance dial

1-800-263-5423

*Hon. David R. Peterson, LIB*

(London Centre)

415 Dundas St. E.

**London N6B 1V9**

519-433-6631

*Ed Philip, NDP*

(Etobicoke-Rexdale)

1058A Albion Rd., Ste. 207

**Rexdale M9V 1A7**

416-745-0598

*Hon. Gerry Phillips, LIB*

(Scarborough-Agincourt)

4002 Sheppard Ave. E., Ste. 204

**Scarborough M1S 4R5**

416-297-6568

*Jean Poirier, LIB*

(Prescott-Russell)

2011 Laurier St., Box 339

**Rockland K0A 3A0**

613-446-4010

If long distance ask

operator for Zenith 32560 and

151 Main St. E., Ste. 33

**Hawkesbury K6A 1A1**

613-632-2706

If long distance ask

operator for Zenith 32560

*Jim Pollock, PC*

(Hastings-Peterborough)

10 North St.

**Stirling K0K 3E0**

613-395-3317

If long distance ask

operator for Zenith 42400 and

**RR #7**  
**Peterborough K9J 6X8**  
 705-742-1993

*Claudio Polsinelli, LIB*  
*(Yorkview)*  
 2300 Finch Ave. W., Ste. 41  
**Weston M9M 2Y3**  
 416-743-7272

*Dianne Poole, LIB*  
*(Eglinton)*  
 2409 Yonge St., Ste. 304  
**Toronto M4P 2E7**  
 416-482-2480

*Alan Pope, PC*  
*(Cochrane South)*  
 84 3rd Ave.  
**Timmins P4N 1C3**  
 705-267-6989  
 If long distance ask  
 operator for Zenith 80770

*Gilles Pouliot, NDP*  
*(Lake Nipigon)*  
 Legislative Bldg., Rm. 330  
**Queen's Park, Toronto M7A 1A2**  
 416-965-9581  
 If long distance dial  
 1-800-268-7192

*Bob Rae, NDP*  
*(York South)*  
 2603 Eglinton Ave., W.  
**Toronto M6M 1T3**  
 416-658-8127

*Hon. David Ramsay, LIB*  
*(Timiskaming)*  
 29 Duncan Ave.  
**Kirkland Lake P2N 1X5**  
 705-567-4650  
 If long distance ask  
 operator for Zenith 80760 and

524 Ferguson St., Box 429  
**Haileybury P0J 1K0**  
 705-672-2488

*Micheal C. Ray, LIB*  
*(Windsor-Walkerville)*  
 3760 Tecumseh Rd. E.  
**Windsor N8W 1H8**  
 519-948-5005

*David Reville, NDP*  
*(Riverdale)*  
 517 Pape Ave.  
**Toronto M4K 3R3**  
 416-461-0223

*Doug Reycraft, LIB*  
*(Middlesex)*  
 60 Pacific Crt., #15  
**London N5V 3K4**  
 519-455-9696  
 If long distance dial  
 1-800-265-1524 and

71C Front St. W.  
**Strathroy N7G 1X6**  
 519-245-4840  
 If long distance ask  
 operator for Zenith 64740

*Hon. Jack Riddell, LIB*  
*(Huron)*  
 Devon Bldg.  
 476 Main St.  
**Exeter N0M 1S0**  
 519-235-0170  
 If long distance ask  
 operator for Zenith 14730 and

43 West St.  
**Goderich N7A 2K5**  
 519-524-9444 and

198 Josephine St.  
**Wingham N0G 2W0**  
 519-357-2463



*Marietta Roberts, LIB*  
(Elgin)  
540 Talbot Ave.  
**St. Thomas N5P 1C4**  
519-631-0666  
If long distance dial  
1-800-265-7638 and

182 Main St.  
**West Lorne N0L 2P0**  
519-768-2930

*Bob Runciman, PC*  
(Leeds-Grenville)  
32 Wall St.  
**Brockville K6V 4R9**  
613-342-9522  
If long distance ask  
operator for Zenith 20210

*Tony Ruprecht, LIB*  
(Parkdale)  
1079 College St.  
**Toronto M6H 1B4**  
416-535-3158

*Hon. Ian G. Scott, LIB*  
(St. George-St. David)  
455 Parliament St.  
**Toronto M5A 3A3**  
416-964-8663

*David W. Smith, LIB*  
(Lambton)  
4202 Petrolia St.  
Box 663  
**Petrolia N0N 1R0**  
519-882-2547  
If long distance ask  
operator for Zenith 63250 and

2 Main St. S.  
Box 378  
**Forest N0N 1J0**  
519-786-6200 and

197 Hill Street  
**Corunna N0N 1G0**  
519-862-2289  
If long distance ask  
operator for Zenith 63250  
(open on Wednesday, 12:30pm - 7:00pm)

*Hon. Joan E. Smith, LIB*  
(London South)  
603 Wellington Rd. S.  
**London N6C 4R3**  
519-668-0064

*John Sola, LIB*  
(Mississauga East)  
35 King St. E., Ste. 14B  
**Mississauga L5A 4E2**  
416-276-1010

*Hon. Gregory Sorbara, LIB*  
(York Centre)  
Maple Plaza  
2535 Major Mackenzie Dr., 2nd Flr.  
**Maple L0J 1E0**  
416-832-3500

*Larry South, LIB.*  
(Frontenac Addington)  
2777 Princess St.  
**Kingston K7L 4V2**  
613-389-7513  
If long distance dial  
1-800-267-2216 and

180 Castell Ave.  
**Kingston K7M 5X1**  
613-384-6711

*Norman Sterling, PC*  
(Carleton)  
4 Mill St.  
P.O. Box 535  
**Manotick K0A 2N0**  
613-692-2403  
If long distance dial  
1-800-267-1020

*Norah Stoner, LIB*  
*(Durham West)*  
 2 Randall Dr.  
 Office 1 (Corner Church St. & Randall Dr.)  
 Pickering Village  
**Ajax L1S 6E6**  
 416-683-6707

*Barbara Sullivan, LIB*  
*(Halton Centre)*  
 3067 Mainway Dr.  
**Burlington L7M 1A1**  
 416-332-5500

*Mel Swart, NDP*  
*(Welland-Thorold)*  
 195 East Main St.  
**Welland L3B 3W7**  
 416-732-6884  
 416-384-9437

*Hon. John R. Sweeney, LIB*  
*(Kitchener-Wilmot)*  
 277 Manitou Dr.  
**Kitchener N2B 1A4**  
 519-893-1282

*Charlie Tatham, LIB*  
*(Oxford)*  
 21 Market Square  
**Woodstock N4S 7W8**  
 519-537-5222  
 If long distance dial  
 1-800-265-4046

*Murad Velshi, LIB*  
*(Don Mills)*  
 75 The Donway West, Ste. 303  
**Don Mills M3C 2E8**  
 (416)391-2508

*Noble Villeneuve, PC*  
*(Stormont, Dundas and Glengarry)*  
 P. O. Box 238  
**Moose Creek K0C 1W0**  
 613-538-2408  
 If long distance dial  
 1-800-267-7176

*Hon. Chris Ward, LIB*  
*(Wentworth North)*  
 23 Main St.  
**Dundas L9H 2P7**  
 416-627-5955  
 If long distance ask  
 operator for Zenith 47350

*Bud Wildman, NDP*  
*(Algoma)*  
 Box 1114  
**Sault Ste. Marie P6A 5N7**  
 705-649-2020  
 If long distance dial  
 1-800-461-0806

*Hon. Mavis Wilson, LIB*  
*(Dufferin Peel)*  
 259 Broadway Ave.  
**Orangeville L9W 1K6**  
 519-941-7751  
 If long distance dial  
 1-800-265-9100

*Douglas J. Wiseman, PC*  
*(Lanark-Renfrew)*  
 10 Sunset Blvd.  
**Perth K7H 2Y2**  
 613-267-5210  
 If long distance ask  
 operator for Zenith 38700 and

740 Stewart St. N.  
 Unit 8C, Renfrew Mall  
**Renfrew K7V 4G8**  
 613-432-3206  
 If long distance dial  
 1-800-267-5877

*Hon. Robert C. Wong, LIB*  
*(Fort York)*  
 750 Dundas St. W., Ste. B-03  
**Toronto M6J 3S3**  
 416-363-9664

*Hon. Bill Wrye, LIB*  
*(Windsor-Sandwich)*  
1010 University Ave. W., Ste. 103  
**Windsor N9A 5S4**  
519-258-2626

**CONSTITUENCY/MEMBER**

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Bud Wildman, NDP

*Algoma-Manitoulin*  
Mike Brown, LIB

*Beaches-Woodbine*  
Marion Bryden, NDP

*Brampton North*  
Carman McClelland, LIB

*Brampton South*  
Bob Callahan, LIB

*Brantford*  
Dave Neumann, LIB

*Brant-Haldimand*  
Hon. Robert F. Nixon, LIB

*Bruce*  
Hon. Murray Elston, LIB

*Burlington South*  
Cam Jackson, PC

*Cambridge*  
Mike Farnan, NDP

*Carleton*  
Norman Sterling, PC

*Carleton East*  
Gilles E. Morin, LIB

*Chatham-Kent*  
Maurice Bossy, LIB

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*Cochrane South*  
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*Cornwall*  
John Cleary, LIB

*Don Mills*  
Murad Velshi, LIB

*Dovercourt*  
Tony Lupusella, LIB

*Downsview*  
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*Essex-Kent*  
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*Etobicoke-Humber*  
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*Etobicoke-Lakeshore*

Ruth Grier, NDP

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*Muskoka-Georgian Bay*  
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*Nepean*  
Dr. Hans Daigeler, LIB

*Niagara Falls*  
Hon. Vincent G. Kerrio, LIB

*Niagara South*  
Ray Haggerty, LIB

*Nickel Belt*  
Floyd Laughren, NDP

*Nipissing*  
Mike Harris, PC

*Norfolk*  
Gordon I. Miller, LIB

*Northumberland*  
Joan Fawcett, LIB

*Oakville South*  
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*Oakwood*  
Hon. Chaviva Hošek, LIB

*Oriole*  
Hon. Elinor Caplan, LIB

*Oshawa*  
Mike Breaugh, NDP

*Ottawa Centre*  
Hon. Richard Patten, LIB

*Ottawa East*  
Hon. Bernard C. Grandmaître, LIB

*Ottawa-Rideau*  
Yvonne O'Neill, LIB

*Ottawa South*  
Dalton McGuinty, LIB

*Ottawa West*  
Bob Chiarelli, LIB

*Oxford*  
Charlie Tatham, LIB

*Parkdale*  
Tony Ruprecht, LIB

*Parry Sound*  
Ernie Eves, PC

*Perth*  
Hon. Hugh Edighoffer, LIB

*Peterborough*  
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*Port Arthur*  
Taras Kozyra, LIB

*Prescott-Russell*  
Jean Poirier, LIB

*Prince Edward-Lennox*  
Keith MacDonald, LIB

*Quinte*  
Hon. Hugh P. O'Neil, LIB

*Rainy River*  
Howard Hampton, NDP

*Renfrew North*  
Hon. Sean G. Conway, LIB

*Riverdale*

David Reville, NDP

*Sarnia*

Andrew S. Brandt, PC

*Sault Ste. Marie*

Karl Morin-Strom, NDP

*Scarborough-Agincourt*

Hon. Gerry Phillips, LIB

*Scarborough Centre*

Cindy Nicholas, LIB

*Scarborough East*

Hon. Ed Fulton, LIB

*Scarborough-Ellesmere*

Frank Faubert, LIB

*Scarborough North*

Hon. Alvin Curling, LIB

*Scarborough West*

Richard F. Johnston, NDP

*Simcoe Centre*

Bruce Owen, LIB

*Simcoe East*

Allan McLean, PC

*Simcoe West*

George R. McCague, PC

*St. Andrew-St. Patrick*

Ron Kanter, LIB

*St. Catharines*

Hon. Jim Bradley, LIB

*St. Catharines-Brock*

Mike Dietsch, LIB

*St. George-St. David*

Hon. Ian G. Scott, LIB

*Stormont-Dundas-Glengarry*

Noble Villeneuve, PC

*Sudbury*

Sterling Campbell, LIB

*Sudbury East*

Shelley Martel, NDP

*Timiskaming*

Hon. David Ramsay, LIB

*Victoria-Haliburton*

Hon. John Eakins, LIB

*Waterloo North*

Herbert A. Epp, LIB

*Welland-Thorold*

Mel Swart, NDP

*Wellington*

Jack Johnson, PC

*Wentworth East*

Shirley Collins, LIB

*Wentworth North*

Hon. Chris Ward, LIB

*Willowdale*

Gino Matrundola, LIB

*Wilson Heights*

Hon. Monte Kwinter, LIB

*Windsor-Riverside*

Dave Cooke, NDP

*Windsor-Sandwich*

Hon. Bill Wrye, LIB

*Windsor-Walkerville*

Micheal C. Ray, LIB

*York Centre*

Hon. Gregory Sorbara, LIB



*York East*  
Christine Hart, LIB

*York South*  
Bob Rae, NDP

*York Mills*  
Brad Nixon, LIB

*Yorkview*  
Claudio Polsinelli, LIB

*York North*  
Charles Beer, LIB

# SPEAKER OF THE LEGISLATIVE ASSEMBLY

LEGISLATIVE 2

Legislative Bldg.  
Queen's Park, Toronto M7A 1A2  
416-965-2331

As the Chief Presiding Officer, the Speaker of the Legislative Assembly is responsible for both policy and operations. The Speaker also chairs the **Board of Internal Economy** which governs the Assembly's financial affairs, including the review of the estimates. The office includes the **Sergeant-at-Arms of the Legislative Assembly** (965-4625), as well as the **Pages** (965-1405) employed during sessions, and provides information on the schedule of sittings and sessions of the **Legislature**.

# CLERK OF THE LEGISLATIVE ASSEMBLY

LEGISLATIVE 3

Legislative Bldg.  
Queen's Park, Toronto M7A 1A2  
416-965-2700  
(Collect calls accepted)

The Clerk is the chief permanent officer of the Legislative Assembly, with the rank and status of a Deputy Minister. Responsibilities include advising the Speaker and members of the **Legislature** on questions of procedure and interpretation of rules and practices of the House. The Clerk's Office provides advice on drafting motions and on Petitions to Parliament.

The Clerk is also Secretary of the Ontario Branch of the **Commonwealth Parliamentary Association**, with responsibility for co-ordinating the activities of the Branch and the Legislature with other Parliaments.

# COMMITTEES BRANCH

LEGISLATIVE 4

Legislative Building  
Queen's Park, Toronto M7A 1A2  
416-963-1300  
(Collect calls accepted)

The Committees Branch provides procedural and administrative support to **standing** and **select committees** of the Legislative Assembly, and offers advice and assistance on the drafting of motions relating to committee business. The branch will answer questions about parliamentary procedure in committees, matters referred to and being considered in committees, and dates and times of committee meetings. Callers will be referred to specific committee clerks for more detailed information on committee matters.

**JOURNALS BRANCH**

Legislative Building

Queen's Park, Toronto M7A 1A2

416-965-1406

(Collect calls accepted)

LEGISLATIVE 5

The Journals Branch coordinates daily publication of the **Orders and Notices** paper, **Votes and Proceedings** and daily **Business** paper. These documents, which contain the matters before the House, are the official record of the activities of the Legislature. The branch compiles and distributes an interim and final **Status of Business Report** for each Session, consisting of information on legislation, expenditure estimates, committee orders of reference, speakers on the Throne and Budget Debates, Sessional Papers and resolutions considered by the House. All current Sessional documents tabled in the House are retained in the Clerk's Office, and available for public inspection. Disclosures with respect to holdings and interests of ministers of the Crown and Parliamentary Assistants are filed with the Clerk, and available for public inspection in this office. The branch will also answer questions on the status of **legislation (bills)** from current and previous Sessions of the Legislature.

**OFFICE OF THE CONTROLLER**

Legislative Bldg.

Queen's Park, Toronto M7A 1A2

416-965-9494

LEGISLATIVE 6

The Office of the Controller provides financial, personnel and associated administrative services for **Members of Provincial Parliament (MPPs)** and staff, the three party caucuses, MPP constituency offices, and various offices under the Legislative Assembly. The Controller's Office acts as secretariat to the Assembly's management board and the Board of Internal Economy.

The Finance Branch (965-9489) provides administrative and financial services, including coordination of MPP constituency offices (see list under the Legislative Assembly entry), purchasing of goods and services, supply management, printing services, and general accounting, payroll and expense account services. MPPs are reimbursed for accommodation and travel costs, as established by the Board of Internal Economy.

The Human Resources Branch (965-9492) offers such personnel services as recruitment, staffing, training and development, staff relations, policy development and establishment of classification, compensation, and benefits. Benefits administration is also provided for MPPs and their staff, and the three party caucuses.

Food and Beverage Services (965-2011) operates the **Members' Dining Room** (965-2011), which offers MPPs, staff and visitors facilities for luncheons and dinners, a cafeteria for occupants of the Legislative Building, and **Steward Services** for the Dining Room and the **Press Gallery Lounge**. Catering services are provided throughout the Legislative Building.

## INFORMATION SERVICES BRANCH

LEGISLATIVE 7

Legislative Building

Queen's Park, Toronto M7A 1A2

416-965-8653

The Information Services Branch is responsible for the **Broadcast & Recording Office**, the accreditation of visiting media, and liaison between the Queen's Park Press Gallery and the Speaker's Office.

The Broadcast & Recording Service operates the **Ontario Legislative Television Satellite Network (ONT.PARL.)**, the audio recording of House and Committee proceedings for transcription by Hansard, and the 'in-house' closed circuit television system.

## PARLIAMENTARY PUBLIC RELATIONS OFFICE

LEGISLATIVE 8

Legislative Bldg.

Queen's Park, Toronto M7A 1A2

416-965-4028

The Parliamentary Public Relations Office conducts, in both English and French, individual and group **tours** of the **Legislative Building**. Multilingual tours are also available. Legislative information officers explain the history of the building, discuss the workings of Ontario's parliamentary system, and answer questions. **Art** tours of the Legislative Building can be booked upon request. An outreach program is also available. During sessions, the office will process passes for the public galleries.

An **information service** for the visiting public is located at the main entrance to the Legislative Building. Staff answer questions and provide tourist information on attractions in Toronto and Ontario. A gift shop containing Ontario **souvenirs** (Mastercard and Visa accepted) is located in the main lobby of the Legislature.

The Parliamentary Public Relations Office provides assistance to the Speaker and Members of Provincial Parliament travelling outside Queen's Park as delegates of the Legislative Assembly. Programs are prepared and implemented for special guests visiting the Assembly from other jurisdictions. This office also coordinates and plans many special events in the Legislative Building.

The office is responsible for simultaneous **interpretation services** (English and French) in both the Chamber and the Amethyst Room. Visitors may obtain receiving devices in the main lobby of the Legislature. Any questions about this service or **French-language services** in general should be addressed to the Manager at 965-4028.

## HANSARD REPORTING SERVICE

LEGISLATIVE 9

Legislative Bldg.

Queen's Park, Toronto M7A 1A2

416-965-1456

The Hansard Reporting Service covers the sittings of the **Legislature** of Ontario and its committees, and publishes an official report (**Hansard**). Index information on Hansard for the current session of the Legislature can be obtained by calling 965-2159. Hansard is distributed to each Member of Provincial Parliament (MPP) and can also be obtained at the Ontario Government Bookstore, 880 Bay St., Toronto, (965-2054), and most libraries. For subscriptions, contact Sessional Subscriptions, Publications Services, Ministry of Government Services, 5th Flr., 880 Bay St., Toronto, M7A 1N8 (965- 2238).



## LEGISLATIVE LIBRARY

LEGISLATIVE 10

Legislative Bldg.

Queen's Park, Toronto M7A 1A2

416-965-4545

The Legislative Library provides reference and information services to **Members of Provincial Parliament (MPPs)** and staff, officers of the Legislative Assembly, caucus staff for the three parties, and members of the Legislative Press Gallery. A **research** service is offered exclusively for MPPs. The Library's collection includes extensive social science and legal materials; Canadian, provincial and United States government **publications**; and major daily and weekly Ontario newspapers. MPPs may obtain press clippings from selected **newspapers** through the **Press Clipping Service**, 700 Bay St., Ste. 1402 (965-2088).

The **Checklist and Catalogue Service**, 180 Bloor St. W., 5th Flr. (963-1995) compiles a bilingual monthly checklist and annual catalogue of Ontario Government publications.

## COMMISSION ON ELECTION FINANCES

LEGISLATIVE 11

151 Bloor St. W.

Suite 800

Toronto M5S 1S4

416-965-0455

The Commission on Election Finances administers the **Election Finances Act**, 1986, which provides for registration of Ontario's **political** parties, constituency (riding) associations, candidates in by-elections and provincial elections, and leadership contestants. During a provincial **election** campaign, the Commission supervises limits on campaign expenses and political contributions to registered parties, constituency associations and candidates, and imposes a time period for **advertising**.

Political parties and candidates may obtain **subsidies** for campaign expenses by filing audited campaign period statements of income and expenses, and annual financial statements, including assets and liabilities. Tax credit receipts are provided for contributions, within set limits, to parties, riding associations and candidates. Leadership contestants must file audited financial statements of income, including a list of contributions over \$100, and expenses. There are no limits on contributions, but also no tax credits for leadership contestants. All filings are made public.

Section 72 of the Legislative Assembly Act requires the Commission to review annually the indemnities and allowances of members of the Assembly. Recommendations are reported to the Speaker for presentation to the Assembly.

## CHIEF ELECTION OFFICER

LEGISLATIVE 12

70 Lombard St.

Toronto M5C 1M3

416-965-6831

Under the **Ontario Election Act**, the Office of the Chief Election Officer (Elections Ontario) conducts provincial elections. It coordinates appointment, training and payment of **election** officials, and arranges rentals, equipment and supplies for polling places. Other responsibilities include directing and supervising local Returning Officers in 130 **electoral districts**; providing a public information film, 'Securing the Vote'; and publishing **historical** information, dating back to 1867, about provincial elections, **legislatures**, cabinets and

**political** candidates. The office maintains an Index of Provincial Electoral Districts by street name and number to assist persons seeking their electoral district and the name, telephone number and contact address of their **Member of Provincial Parliament (MPP)**. See the Legislative Assembly entry for a list of MPPs and their constituency offices.

#### **GOVERNMENT CAUCUS OFFICE**

**LEGISLATIVE 13**

Legislative Bldg.

Queen's Park, Toronto M7A 1A2

416-965-8512

The Liberal Party (LIB) is at present the party in power. Each Member of Provincial Parliament (MPP) belonging to the Liberal Party is part of the Government Caucus. The **Caucus** deliberates policies and programs which will become part of **legislation** to be introduced in the Legislature. Specific committees are responsible for certain areas. The Caucus Office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents (see list under the Legislative Assembly entry).

#### **NEW DEMOCRATIC PARTY CAUCUS OFFICE**

**LEGISLATIVE 14**

Legislative Bldg.

Queen's Park, Toronto M7A 1A2

416-965-3311

The New Democratic Party (NDP) is currently the Official Opposition to the Ontario Government. Each Member of Provincial Parliament (MPP) belonging to the NDP takes part in the NDP **Caucus**. The Caucus Office handles inquiries from the public and other governmental jurisdictions about caucus policies and activities. For general information, phone 965-3311. To contact the NDP Research Office, phone 965-5392. The Caucus has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents (see list under the Legislative Assembly).

#### **PROGRESSIVE CONSERVATIVE PARTY CAUCUS OFFICE**

**LEGISLATIVE 15**

Legislative Bldg., Rm. 169

Queen's Park, Toronto M7A 1A2

416-965-2337

Each Member of Provincial Parliament (MPP) representing the Progressive Conservative Party (PC) belongs to the Progressive Conservative Party **Caucus**. The Caucus Office responds to inquiries and requests for assistance from the public and other governmental jurisdictions. Input from the public on matters of provincial jurisdiction is invited and reviewed. The Caucus Office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. In addition, each Progressive Conservative MPP has a local constituency office to serve the needs of the people that he or she represents (see list under the Legislative Assembly entry).

**OMBUDSMAN**  
 125 Queen's Park  
 Toronto M5S 2C7  
 416-586-3300  
 Toll Free: 1-800-263-1830

LEGISLATIVE 16

The Ombudsman's Office administers the Ombudsman Act. An officer of the Legislature of Ontario, the Ombudsman investigates, with specified exceptions, any decision, recommendation, act or omission made by a ministry or agency of the Ontario Government. Annual reports are presented to the Speaker of the Legislature. Complaints should be made in writing; however, complainants can visit or call the above multilingual office, or those listed below. Ombudsman offices are also listed in all Ontario telephone directories under 'Ombudsman Ontario'.

223 First St. S.  
**Kenora P9N 1C2**  
 807-468-3091

P.O. Box 723  
**Sault Ste. Marie P6A 5N3**  
 705-759-2871

388 Dundas St.  
 London Urban Resource Centre, 2nd Flr.  
 Station 'B'  
**London N6B 1V7**  
 519-432-1117

213 Red River Rd.  
**Thunder Bay P7B 1A5**  
 807-345-9235

P.O. Box 508  
**North Bay P1B 8J1**  
 705-476-5800

30-32 Balsam St. S.  
**Timmins P4N 2C6**  
 705-268-2161

151 Slater St., Ste. #702  
**Ottawa K1P 5H3**  
 613-234-6421  
 gc;legislative 131:24

1695 University Ave. W., Unit B  
 United Way Centraid Bldg.  
**Windsor N9B 1C3**  
 519-977-8006

**PROVINCIAL AUDITOR**  
 Atrium on Bay  
 Box 105  
 20 Dundas St. W.  
 Toronto M5G 2C2  
 416-974-9866

LEGISLATIVE 17

Appointed under the **Audit Act**, the Provincial Auditor examines the accounts of the province and agencies of the Crown, and makes annual reports to the Legislature. Audited financial statements of the province, some **agencies** of the Crown and **Crown corporations** are reproduced in the Public Accounts of Ontario, Volumes I and II. These publications and the Annual Report of the Provincial Auditor may be obtained from the Ontario Government Bookstore, 880 Bay St., Toronto (965-2054).



INFORMATION AND PRIVACY

COMMISSIONER/ONTARIO

80 Bloor St. W., Ste. 1700

Toronto M5S 2V1

416-963-3333

LEGISLATIVE 18

The Information and Privacy Commissioner oversees Ontario's **Freedom of Information and Protection of Privacy Act**. Responsibilities include ensuring that provincial ministries and agencies comply with the Act and apply the privacy protection standards set out in the law, and reviewing decisions by government institutions to deny a member of the public access to information. The Commissioner reports directly to the Legislative Assembly.

ACTS

ACTS

LEGISLATIVE 19

The Legislative Assembly Office is responsible for the Acts listed below.

Election Act, 1984

Election Finances Act, 1986

Legislative Assembly Act

Legislative Assembly Retirement Allowances Act

Ombudsman Act

## MINISTRY OF AGRICULTURE AND FOOD

801 Bay St.

Toronto M7A 2B2

The Ministry of Agriculture and Food is one of the oldest ministries in the Ontario Government. Prior to the formation of the Ontario Department of Agriculture in 1888, agricultural administration in Upper Canada was handled by a Board of Agriculture, later named the Bureau of Agriculture. In 1965, the name was changed to the Department of Agriculture and Food and subsequently, Ministry, to reflect its responsive role in the entire food production chain.

The Ministry of Agriculture and Food is divided into three major groups: Finance and Administration; Marketing and Standards; Technology and Field Services. Each is headed by an Assistant Deputy Minister reporting to the Deputy Minister.

Finance and Administration is responsible for seven branches - Crop Insurance and Stabilization, Farm Assistance Programs, Financial and Support Services, Foodland Preservation, Management Systems, Personnel and Audit Services. This group is also responsible for the Affirmative Action/Equity Employment Program.

Marketing and Standards has two divisions. Marketing Division consists of Farm Products Marketing Branch, Food Processing Branch and Market Development Branch. Quality and Standards Division contains the Investigative Unit, Dairy Inspection Branch, Financial Protection Unit, Fruit and Vegetable Inspection Branch and Livestock Inspection Branch.

Technology and Field Services has two divisions, with seven branches and five agricultural colleges. Advisory and Technical Services Division includes Agricultural Representatives, Animal Industry, Plant Industry, Agricultural Laboratory Services, Veterinary Laboratory Services and Soil and Water Management Branches. Education and Research Division is responsible for Agricultural Engineering Services, Rural Organizations and Services, Horticultural Research Institute, agricultural colleges and the Ontario Agricultural Museum.

Reporting directly to the Deputy Minister are Communications Branch, which provides service and advice to all segments of the Ministry, Economics and Policy Coordination Branch, French Language Services and the Legal Branch.

### CONSUMER INFORMATION CENTRE

AG & FOOD 1

801 Bay St., Main Flr.

Toronto M7A 2B2

416-965-1421

The Consumer Information Centre is a storefront operation for the Ministry. This Centre was established in November 1983 to provide an information service to the public in the areas of general **agriculture**, **horticulture** and **home economics**.

The agriculturist responds to a broad range of inquiries about farm **tours**, part-time **farming** for beginners and landed **immigrants**, **soil maps** and referrals to all Ministry programs. The horticulturist answers questions from home gardeners relating to lawns, fruit **trees**, **gardening** (fruits and vegetables), ornamentals and sprays. Home economists respond to inquiries on **food** and **nutrition** including food preservation, preparation and **safety**.

The Centre is responsible for the distribution of Ministry of Agriculture and Food **publications** to the general public.

## DEPUTY MINISTER'S OFFICE

### COMMUNICATIONS BRANCH

AG & FOOD 2

801 Bay St., 12th Flr.  
Toronto M7A 1A5  
416-965-1056

The Communications Branch supports Ministry education and extension services with displays, audio-visual and print materials in English and French. The branch also answers media inquiries on behalf of the Ministry, and produces technical and educational booklets and films for urban and rural citizens. It provides information to the news media through news releases, radio tapes and TV clips of news and interviews supporting Ministry programs. The branch also publishes **OMAF NEWS**, which is mailed to 72,000 Ontario farmers 10 times annually.

### FRENCH LANGUAGE SERVICES

AG & FOOD 3

801 Bay St., 12th Flr.  
Toronto M7A 1A5  
416-965-0863

The French Language Services Coordinator provides guidance and assistance to all levels of management relating to the planning and effective delivery of programs, activities and services in French, within the Ministry's guidelines.

The Coordinator acts as the Deputy Minister's advisor on the provision of French language services, keeping informed of the needs and concerns of the Franco-Ontarian community, communicating the information to the Deputy Minister and the Ministry, and making constructive recommendations.

### ECONOMICS AND POLICY COORDINATION BRANCH

AG & FOOD 4

801 Bay St., 4th Flr.  
Toronto M7A 1B6  
416-965-1064

The Economics and Policy Coordination Branch serves the Ministry, government committees and the agricultural industry (marketing boards, administrative bodies, farmers) by assembling and interpreting **agricultural economic** information. The branch coordinates and analyzes long-term agriculture and food policy developments; liaises with Management Board, Treasury, Cabinet Office and other central agencies and expedites the legislative process of the Ministry. It conducts **research** into **farm** costs and business management, marketing methods and agricultural policy and trade. The branch gathers and publishes a wide range of agricultural **statistics** and monitors economic developments in the industries supplying input to agriculture, the industries processing farm commodities and the sectors taking commodities to consumers. It also provides daily farm market **broadcasts** for over 30 Ontario Radio and TV stations (965- 7727). From offices in Chatham and Vineland Station (see County and District Field Offices entry), field staff carry on economic research projects; liaise with other field office staff and marketing boards and provide consulting services to farm organizations, individual farmers and processing industries.



LEGAL BRANCH  
801 Bay St., 10th Flr.  
Toronto M7A 2B2  
416-965-6805

AG & FOOD 5

The Legal Branch counsels the Ministry of Agriculture and Food on legal matters, including interpretation of statutes and regulations, preparation and review of proposed legislation, regulations and other legal documents. The branch also supplies the Ministry with general legal services such as preparing litigation, settling claims and acting at court hearings.

## ASSISTANT DEPUTY MINISTER FINANCE AND ADMINISTRATION FOODLAND PRESERVATION AND FINANCIAL PROGRAMS DIVISION

CROP INSURANCE COMMISSION OF ONTARIO  
801 Bay St., 5th Flr.  
Toronto M7A 1B7  
416-965-1811

AG & FOOD 6

The Crop Insurance Commission of Ontario makes available to farmers **insurance** plans for 50 commercially grown crops to protect them against natural hazards. The Commission administers the Crop Insurance Act.

FARM INCOME STABILIZATION COMMISSION  
801 Bay St., 5th Flr.  
Toronto M7A 1B7  
416-965-1811

AG & FOOD 7

Farm income stabilization plans are available to provide **financial assistance** during times of low prices for the following **crops**: white beans, barley, soybeans, winter wheat, corn, apples, oats, canola and potatoes. The Farm Income Stabilization Commission guarantees participating producers a price equal to 95 per cent of the previous five-year average market price, adjusted for changes in cash costs. The Commission also administers the Farm Income Stabilization Act.

FARM ASSISTANCE PROGRAMS BRANCH  
801 Bay St., 10th Flr.  
Toronto M7A 2B2  
416-963-2404

AG & FOOD 8

The Farm Assistance Programs Branch is responsible for agricultural financial policy (**grants** and **subsidies**), **credit** and **taxation** policy, assessment of existing programs, development of new programs and program administration. It provides **information** about financial policies and financial assistance programs in **agriculture**.

The branch administers the following programs: Farm Operating Credit Assistance Program (FOCAP); Ontario Beginning Farmer Assistance Program; Ontario Farm Start; Ontario Young Farmer Credit Program; Junior Farmer Loan Corporation; Ontario Family Farm Interest Rate Reduction Program; Commercial Disaster Relief Fund; Operating Loan Guarantee Program; Farm Family Advisor Program; Ontario Seasonal Housing Assistance Program; Agrinorth; Community Pastures; Agriculture Rural Development Agreement (Farm Enlargement, Part V); Dog Licensing And Livestock And Poultry Protection Act; Hunter Damage Compensation Act; Bear Damage to Livestock Compensation Pro-

gram; Damage to Honey Bee Colonies by Bears; Rabies Indemnification Program; Purebred Beef Cattle Sales Assistance Policy; Purebred Sheep Sales Assistance Policy; Swine Sales Assistance Policy; Transportation of Livestock Exhibits Assistance Program; Poultry Shows Assistance Program, Special Livestock Shows Assistance Program 1979 (Commercial); Canadian Western Agribition Livestock Transportation Assistance Program; Artificial Insemination of Livestock Act; Northern Ontario Livestock Transportation Assistance Policy; Livestock Improvement Program for Northern Ontario.

The branch also administers the **Ontario Farm Tax Rebate Program** (585-6565).

For further information such as eligibility criteria, the application process and management of these programs, contact the local Ministry of Agriculture and Food county or district office (see list under the County and District Field Offices entry).

#### FOODLAND PRESERVATION BRANCH

AG & FOOD 9

801 Bay St., 8th Flr.  
Toronto M7A 2B2  
416-965-9433

The Foodland Preservation Branch ensures government policies are developed and implemented to preserve Ontario's prime agricultural land and to protect these areas from incompatible land uses. The branch reviews all **land use planning** and development proposals to ensure compliance with the province's **agricultural** land use planning policies. It also administers the **Non-Resident Agricultural Land Interests Registration Act**, which requires non-residents of Canada to register agricultural land interests of more than 25 acres. It has land use specialist in the Ministry's county offices in St. Thomas, Ancaster, Fergus, Elmvalle, Lindsay, Kemptville, Napanee and Toronto. Addresses are included in the list of county and district offices found in the County and District Field Offices entry.

#### MANAGEMENT SYSTEMS BRANCH

AG & FOOD 10

801 Bay St., 7th Flr.  
Toronto M7A 2B2  
416-963-2218

The Management Systems Branch provides a wide range of information technology services to all administrative programs in the Ministry of Agriculture and Food. This involves maintenance of computer programs in the mainframe computer library, the production of data retrieval reports on stored ministerial data, consulting services to other branches and the development of new systems and computer applications.

An office systems support unit supplies analysis, design and implementation services for word processing and office automation.

#### FINANCIAL AND SUPPORT SERVICES BRANCH

AG & FOOD 11

801 Bay St., 3rd & 9th Flrs.  
Toronto M7A 2A3  
416-965-1159

The Financial and Support Services Branch provides financial planning, general accounting, administrative and office services for the Ministry.

Financial Planning and Information Unit offers financial and management support at the corporate level, i.e., estimates preparation, budget planning, maintenance and financial

reporting, results planning and financial management improvement activities. The unit also functions as a liaison with Management Board of Cabinet.

General Accounting is responsible for processing payroll, travel and employee relocation, accounts payable, grants, subsidies, revenue and journal entries.

Library Services provides manual and automated information services, and coordinates subscriptions for all periodicals. The **library** is the designated Freedom of Information **reading room** and allows public access to Ministry publications, statutes, regulations, etc..

Purchasing and Telecommunications is responsible for controlling the Ministry's purchasing activities, its fleet of 800 vehicles, Bell Canada credit cards, Ontario Communications Network booklets and employees' IDs. Advice on the acquisition, enhancement and development of telecommunications systems (e.g., teleconferencing, fax, and telex) is also provided.

Administrative Services offers a wide range of services: records retention scheduling, file classification systems, forms management and central registry facilities; mail distribution services; centralized stationery and supply services; publications warehouse operation for over 900 publications, posters, corporate brochures and Foodland Ontario promotional materials; high volume copying to Head Office, the Guelph Agriculture Centre and outlying offices; colour photocopying; high quality custom print work requiring typesetting, nonstandard sizes, multicolour inks, high density resolutions and transparencies; office accommodation, space management, telephone and special equipment installations, and office equipment moves.

#### HUMAN RESOURCES BRANCH

AG & FOOD 12

801 Bay St., 9th Flr.  
Toronto M7A 1A4  
416-965-7452

Human Resources Branch is responsible for the establishment of Ministry human resources policies and procedures, management information, appropriate classification and compensation levels for all employees, staff recruitment, benefits counselling, staff development, **employment equity**, training and development, occupational health and safety, human resources planning, investigation of employee grievances, personnel and employee benefit records, and all matters affecting working conditions and performance. The branch works mainly in an advisory capacity with all line managers whose primary task is human resources matters within the units. It also serves as a liaison with the Human Resources Secretariat, Management Board and Ontario Public Service Employees Union (OPSEU).

#### AUDIT SERVICES BRANCH

AG & FOOD 13

2 Carlton St.  
Toronto M5B 1J3  
416-965-3241

The Audit Services Branch is responsible for carrying out independent reviews and appraisals of the Ministry's financial, administrative and operational programs. This is achieved by executing comprehensive, value-for-money, operational and information technology reviews, EDP, attest and compliance audits. The branch assists management to improve the efficiency, economy and effectiveness of Ministry programs by reviewing



specific areas of concern and reporting on the adequacy of internal financial, management and operational controls.

## ASSISTANT DEPUTY MINISTER MARKETING AND STANDARDS MARKETING DIVISION

### FARM PRODUCTS MARKETING BRANCH

AG & FOOD 14

33 Yonge St.  
Toronto M7A 1A6  
416-585-4101

The Farm Products Marketing Branch provides support and service to the **Farm Products Marketing Board** and the **Milk Commission of Ontario** which administer the **Farm Products Marketing Act** and the **Milk Act**, respectively. Responsibilities include supervising the marketing boards established under the two Acts. The Farm Products Marketing Act provides for **commodity** regulation under 23 marketing plans; each plan administered by a **producer marketing board**. The Act also requires the **licensing** of processors of regulated commodities (e.g., turkey, vegetables, grapes, tender fruit, potatoes, apples, asparagus, berries and seed corn dealers). The Milk Act provides authority to the **Ontario Milk Marketing Board**, and the **Cream Producers' Marketing Board**.

### FOOD PROCESSING BRANCH

AG & FOOD 15

801 Bay St., 12th Flr.  
Toronto M7A 2B2  
416-965-0311

The objectives of the Food Processing Branch are to encourage the expansion and modernization of Ontario's **food** processing and manufacturing **industries** in areas of import replacement and **export** opportunities; to act as liaison between the industry, government and non-government boards and agencies, producer organizations and the **Farm Machinery and Food Processing Testing Centre** in Chatham; and to advise the industry on the upgrading of their operations, use of domestic products, packaging, labelling and marketing.

The Branch encourages private sector capital investment, through **grants** or loans to the food processing industry under the **Small Food Processors' Assistance Program** and the **Marketing Assistance Program for Pork**.

### MARKET DEVELOPMENT BRANCH

AG & FOOD 16

33 Yonge St., Ste. 800  
Toronto M7A 1A6  
416-585-4100

Domestic Section (965-4100) and Export Section (965-4100) programs are designed to develop and expand domestic and **international** markets for Ontario-produced fresh or processed **agricultural** and **food** products.

International market development is accomplished via **export** missions, promotion programs and incoming trade delegations. Staff are located in the United Kingdom, Japan and five trade centres in the United States.

The Domestic Section manages '**Foodland Ontario**', the advertising and promotion program for domestic market development, public relations and promotion with the 'Food Service' sector.

## QUALITY AND STANDARDS DIVISION

## INVESTIGATIVE UNIT

AG &amp; FOOD 17

801 Bay St., 6th Flr.  
 Toronto M7A 1B3  
 416-965-5841

The unit investigates the collection and processing of dead farm **animals** and all levels of the **meat industry**, particularly those operations exempt from the provisions of the Meat Inspection Act (Ontario). The provisions of the **Beef Cattle Financial Protection Program**, the **Grain Financial Protection Program**, the **Oleomargarine Act** and the **Edible Oil Products Act** are also enforced. Infractions of other regulatory legislation administered by branches within the division, and suspected fraudulent applications of financial assistance programs are investigated upon request.

## DAIRY INSPECTION BRANCH

AG &amp; FOOD 18

801 Bay St., 6th Flr.  
 Toronto M7A 1A7  
 416-965-2411

The Dairy Inspection Branch undertakes programs to ensure that **milk** marketed in Ontario is produced under acceptable sanitary conditions and meets quality standards. Responsibilities include: inspecting **dairy farms** testing raw milk each month; **licensing**, training and inspecting milk and cream graders and testers, bulk tank milk graders, buttermakers and cheesemakers; licensing, regulating, and inspecting plants manufacturing milk products, **margarine** and **edible oils**. The **laboratory** in Guelph analyzes all samples for butterfat, protein and lactose and reports results to the **Ontario Milk Marketing Board**, which determines payment to producers. Milk utilization audits are conducted on a regular basis. The branch also monitors consumer packages for composition and fill control. For information, contact the Ministry's county and district offices (see County and District Field Offices, the Dairy Inspection Branch in Toronto or the Central Milk Testing Laboratory in Guelph).

## FINANCIAL PROTECTION UNIT

AG &amp; FOOD 19

875 Bay St., 3rd Flr.  
 Toronto M7A 2B2  
 416-963-1341

The Financial Protection Unit evaluates financial responsibility for the Beef Cattle Financial Protection Program, the **Vegetable**, Potato and Grain Financial Protection Programs. The unit also works on behalf of the Boards in administering funds and paying claims for the following: livestock producers, producers of processing vegetables, grain corn producers and the soybean producers.

## FRUIT AND VEGETABLE INSPECTION BRANCH

AG &amp; FOOD 20

801 Bay St., 6th Flr.  
 Toronto M7A 1A7  
 416-965-1058

The Fruit and Vegetable Inspection Branch regulates the inspection and grading of twenty-five fruits and vegetables, in addition to flue-cured and burley **tobacco**, **honey**, **maple syrup**, **Christmas trees** and tomato seedlings. The branch offers technical advice to growers and producers; informs the public about marketing and sales standards of fruit, vegetables,

honey and maple products and provides the Ministry's Economics and Policy Coordination Branch with market reports on seasonal **crops**.

Additional responsibilities include: **licensing** operators of controlled atmosphere **storages**, packers of apples from such storages, dealers in **fruit and vegetables** and **nurseries**; controlling disease in nurseries; supervising neglected **orchards** to prevent the spread of **disease** or **insect** infestations and administering the **Bees Act**, which requires **registration** of **apiaries**. (To register, contact Provincial Apiarist, Ministry of Agriculture and Food, 17 Wilson St., Milton, L9T 3J7, 416-878-2314.)

The branch regulates the trading and marketing of grain; issues licences to grain elevator storage operators and dealers in corn and soybeans and investigates claims under the **Grain Financial Protection Program**. This insurance program provides compensation for defaults by storage operators or dealers. The **Potato Financial Protection Program** is also administered by the branch to protect processors of potatoes from dealer default. The branch also administers a grant program, the **Fruit and Vegetable Quality Improvement Program**, designed to assist fresh fruit and vegetable growers, packers and storage operators to buy capital equipment to enhance the quality of their product. This program expires March 31, 1989.

#### LIVESTOCK INSPECTION BRANCH

AG & FOOD 21

801 Bay St., 6th Flr.

Toronto M7A 1B3

416-965-5841

The Livestock Inspection Branch administers the following acts: The **Meat Inspection Act** (licensing and inspection of red meat and **poultry slaughtering plants**); the **Live Stock Community Sales Act** (licensing and inspection of live stock community sales); the **Dead Animal Disposal Act** (licensing and inspection of those involved in disposing of dead animals); the **Live Stock and Live Stock Products Act** (licensing **live stock** dealers under the Beef Cattle Financial Protection Program and administering the regulations pertaining to eggs); the **Sheep and Wool Marketing Act** (identifies and outlines the functions of the **Ontario Sheep Association**); the **Provincial Auctioneers Act** (licensing auctioneers to sell pure-bred live stock, by public auction); the **Beef Cattle Marketing Act** (provides for licence fee for the **Ontario Cattlemen's Association**, regulates the marketing of rail weight beef carcasses); the **Farm Products Grades and Sales Act** (related to the grades of beef, veal, lamb, mutton and poultry).

#### ASSISTANT DEPUTY MINISTER TECHNOLOGY AND FIELD SERVICES ADVISORY AND TECHNICAL SERVICES DIVISION

#### AGRICULTURAL REPRESENTATIVES BRANCH

AG & FOOD 22

Guelph Agriculture Centre

Box 1030

Guelph N1H 6N1

519-823-5700

**Agricultural** representatives (ag reps) in 54 county and district offices located throughout the Province conduct **education** programs, provide advisory services and administer government policies designed to assist farmers in the management of their **farm** operations.



The farm management program encourages and assists farmers to use their resources effectively to make their farms productive and profitable. The program comprises financial and business management, **livestock** management, and **soils and crops** management assistance. Ag reps advise farmers on financial matters, e.g., business analysis, estate planning, pricing, marketing, accounting, and overall farm planning.

Livestock management provides information and advice to livestock and **poultry** producers on the economics of production, choice and size of enterprise, feed evaluation, storage and handling, testing, herd and flock health, marketing, etc.. Soils and crops management assistance concentrates on the economics of production, tillage, land use, erosion control, fertilizer recommendations, **weed, insects and disease** control, variety selection, crop handling and storage systems, crops **insurance**, drainage and irrigation.

Branch staff administer the **Northern Ontario Assistance Program**, which is funded by the Ministry of Northern Development and Mines and provides **financial assistance** to Northern Ontario farmers.

For a list of county and district offices, see the County and District Field Offices entry.

## COUNTY AND DISTRICT FIELD OFFICES

## AG & FOOD 23

The Ministry of Agriculture and Food has 54 county and district offices, staffed by employees of the the Agricultural Representatives Branch and specialists from other branches. These offices provide access to all Ministry programs, services and resources.

**Agricultural** representatives (ag reps) and specialists provide the wide range of Ministry programs and services which are described above. Working closely with farmers, producers and others involved in the agricultural and **food** industries, ag reps provide information, advice, **educational** meetings, workshops, and in-depth short courses for groups. All specialists in the Ministry's programs can be located by calling any county or district office.

Agriculture and Food factsheets, which supply basic information on a wide variety of agricultural topics, are available in county and district offices. Radio and **television broadcasts** offer information and educational programs in individual counties and districts. Field offices are listed below with telephone numbers for both local calls and Zenith calls, (toll-free service for customers within each county or district). In non-agricultural areas of **Northern Ontario** callers may contact district offices of the Ministry of Northern Development and Mines.

*Algoma District Office*  
1496 Wellington St. E.  
**Sault Ste. Marie P6A 2R1**  
705-253-1161  
Toll-free 1-800-461-2234

*Bruce County Office*  
Box 1330, 10 Jackson St.  
**Walkerton N0G 2V0**  
519-881-3301  
Toll-free 1-800-265-3023/4

*Brant County Office*  
207 Greenwich St.  
**Brantford N3S 2X7**  
519-759-4190  
Zenith 19750

*Carleton Office*  
26 Thorncliff Pl.  
**Nepean K2H 6L2**  
613-828-9167  
Zenith 13510

*Cochrane (North) District Office*  
Experimental Farm  
**Kapuskasing P5N 2X9**  
705-335-5828  
Zenith 43340

*Cochrane (South) District Office*  
Box 608, 4th Ave.  
**Matheson P0K 1N0**  
705-273-2509  
Zenith 34920

*Dufferin County Office*  
R.R. 4, Mono Plaza, Hwy. 10 N.  
**Orangeville L9W 2Z1**  
519-941-3830  
Zenith 98750

*Dundas County Office*  
Box 488, 457 Main St.  
**Winchester K0C 2K0**  
613-774-2313  
Toll-free 1-800-267-7603

*Durham East Office*  
234 King St. E.  
**Bowmanville L1C 1P5**  
416-623-3348  
Toll-free 1-800-263-8023

*Durham West Office*  
Box 309, 16 Bascom St.  
**Uxbridge L0C 1K0**  
416-852-3328  
Toll-free 1-800-263-3251

*Elgin County Office*  
9 Gladstone Ave.  
**St. Thomas N5P 1C7**  
519-631-4700  
Toll-free 1-800-265-4377/8

*Essex County Office*  
46 Fox St.  
**Essex N8M 2S2**  
519-776-7361  
Toll-free 1-800-265-5836

*Frontenac County Office*  
Box 651, 1055 Princess St.  
**Kingston K7L 1H3**  
613-545-4360  
Zenith 35050

*Glengarry County Office*  
Box 579, St. George St.  
**Alexandria K0C 1A0**  
613-525-1046  
Toll-free 1-800-267-1722

*Grenville County Office*  
Box 2004, Ont. Gov't. Bldg.  
**Kemptville K0G 1J0**  
613-258-8295  
Toll-free 1-800-267-7953

*Grey County Office*  
181 Toronto St. S.  
**Markdale N0C 1H0**  
519-986-2040  
Toll-free 1-800-265-9152/3

*Haldimand Office*  
Box 129, Cayuga St.  
**Cayuga N0A 1E0**  
416-772-3381  
Zenith 46710

*Halton Office*  
17 Wilson Dr.  
**Milton L9T 3J7**  
416-878-2314  
Zenith 33440

*Hastings County Office*  
Box 340, 234 North St.  
**Stirling K0K 3E0**  
613-395-3393  
Toll-free 1-800-267-2842

*Huron County Office*  
Box 159, 20 King St.  
**Clinton N0M 1L0**  
519-482-3428  
Toll-free 1-800-265-5170/1

*Kenora District Office*  
 Ontario Govt. Bldg.  
 Box 3000  
**Dryden P8N 3B3**  
 807-223-2415  
 Toll-free 1-800-465-7213

*Kent County Office*  
 Box 726  
 435 Grand Ave. W.  
**Chatham N7M 5L1**  
 519-354-2150  
 Zenith 33440

*Lambton County Office*  
 Box 730, 4238 Petrolia St.  
**Petrolia N0N 1R0**  
 519-882-0180  
 Toll-free 1-800-265-1441

*Lanark County Office*  
 10 Sunset Blvd.  
**Perth K7H 2Y2**  
 613-267-1063  
 Zenith 33440

*Leeds County Office*  
 Box 635, 44 Parkdale Ave.  
**Brockville K6V 5V8**  
 613-342-2124  
 Zenith 46320

*Lennox & Addington County Office*  
 41 Dundas St. W.  
**Napanee K7R 1Z5**  
 613-354-3371  
 Zenith 18210

*Manitoulin District Office*  
 Box 328  
**Gore Bay P0P 1H0**  
 705-282-2043  
 Zenith 64720

*Middlesex County Office*  
 50 King Street  
**London N6A 2P2**  
 519-434-6811  
 Toll-free 1-800-265-4750

*Muskoka & Parry Sound District Office*  
 Box 130, 8 Centre St. N.  
**Huntsville P0A 1K0**  
 705-789-8886  
 Toll-free 1-800-461-9676

*Niagara (North) Office*  
**Vineland Station L0R 2E0**  
 416-562-4142  
 Zenith 47710

*Niagara (South) Office*  
 1440 Pelham St.  
**Fonthill L0S 1E0**  
 416-892-4741  
 Toll-free 1-800-263-1031

*Nipissing District Office*  
 222 McIntyre St. W.  
**North Bay P1B 2Y8**  
 705-474-3050  
 Toll-free 1-800-461-6132

*Norfolk Office*  
 Box 587, Blue Line Rd.  
**Simcoe N3Y 4N5**  
 519-426-7120  
 Zenith 38300

*Northumberland County Office*  
 Box 820, 95 Dundas St.  
**Brighton K0K 1H0**  
 613-475-1630  
 Zenith 34920

*Oxford County Office*  
 Box 666, Hwy. 59 N.  
**Woodstock N4S 7Z5**  
 519-537-6621  
 Toll-free 1-800-265-7896

*Peel Office*  
 35 Van Kirk Dr., Unit 9  
**Brampton L7A 1A5**  
 416-451-5474  
 Zenith 43350



*Perth County Office*  
413 Hibernia St.  
**Stratford N5A 5W2**  
519-271-0280  
Toll-free 1-800-265-8502

*Peterborough County Office*  
55 George St. N.  
**Peterborough K9J 3G2**  
705-745-2403  
Zenith 16310

*Prescott County Office*  
Box 110, Main St.  
**Plantagenet K0B 1L0**  
613-673-5115  
Zenith 48110

*Prince Edward County Office*  
Box 470, Hwy. 33 W.  
**Picton K0K 2T0**  
613-476-3224  
Zenith 98750

*Rainy River District Office*  
Front St.  
**Emo P0W 1E0**  
807-482-2310  
Toll-free 1-800-465-2917

*Renfrew County Office*  
315 Raglan St. S.  
**Renfrew K7V 1R6**  
613-432-4841  
Toll-free 1-800-267-8816

*Russell County Office*  
666 Rue Notre Dame  
Box 540  
**Embrun K0A 1W0**  
613-443-3391  
Toll-free 1-800-267-7606

*Simcoe (North) County Office*  
Box 340, Hwy. 27 S.  
**Elmvale L0L 1P0**  
705-322-2231  
Toll-free 1-800-461-9626

*Simcoe (South) County Office*  
Box 370, 509 Victoria St. E.  
**Alliston L0M 1A0**  
705-435-5521  
Zenith 43340

*Stormont County Office*  
Box 97,  
**Avonmore K0C 1C0**  
613-346-2143  
Toll-free 1-800-267-1726

*Sudbury District Office*  
1899 LaSalle Blvd.  
**Sudbury P3A 2A3**  
705-566-1630  
Toll-free 1-800-461-7176

*Thunder Bay District Office*  
Ont. Govt. Bldg.  
435 James St. S.  
**Thunder Bay P7E 6E3**  
807-475-1631  
Toll-free 1-800-465-5026

*Timiskaming District Office*  
Box 'G', Hwy. 11B N.  
**New Liskeard P0J 1P0**  
705-647-6701  
Zenith 16310

*Victoria County Office*  
322 Kent St. W.  
**Lindsay K9V 2Z9**  
705-324-6125  
Toll-free 1-800-461-0329

*Waterloo Office*  
279 Weber St. N.  
**Waterloo N2J 3H8**  
519-884-5390  
Zenith 46320

*Wellington County Office*  
R.R. 1  
**Fergus N1M 2W3**  
519-846-0941  
Toll-free 1-800-265-8332

*Wentworth County Office*  
 R.R.1, Hwy. 53 E.  
**Ancaster L9G 3K9**  
 416-527-2995  
 Toll-free 1-800-263-8520

*York Office*  
 Newmarket Plaza  
**Newmarket L3Y 2N1**  
 416-895-4519  
 Toll-free 1-800-263-3241

#### ANIMAL INDUSTRY BRANCH

AG & FOOD 24

Guelph Agriculture Centre  
 P.O. Box 1030  
 Guelph N1H 6N1  
 519-823-5700

**Livestock** advisory and **veterinary** consultation services on management, health and **disease** of cattle, sheep and swine are available to producers and veterinarians throughout Ontario. The branch promotes the production of high quality livestock products through improvement programs (**Record of Performance, ROP**), maintains a feed analysis **laboratory** and feed advisory service, and provides **financial support** to veterinary services in designated areas where livestock farms are sparsely located.

The branch also administers acts concerning brands and livestock pounds; inspects and issues **licences** to horse riding establishments, suppliers of laboratory **animals**, sellers (other than pharmacists and veterinarians) of livestock **medicines** and providers of **artificial insemination** services for livestock; inspects **dog** pounds; inspects and **registers** facilities that use animals for **research** and coordinates the **Red Meat Development Program**, and the **Ontario Pork Industry Improvement Program** in cooperation with the Agricultural Representatives Branch.

#### VETERINARY LABORATORY SERVICES BRANCH

AG & FOOD 25

Guelph Agriculture Centre  
 P. O. Box 1030  
 Guelph N1H 6N1  
 519-823-5700, Ext. 116

The Veterinary Laboratory Services Branch operates six laboratories that offer diagnostic, investigative, consultative and extension services to the **livestock** industry and **veterinary** practitioners. Carcasses and specimens from **animals** and **poultry** are submitted by veterinarians and farmers and tests are made to determine the cause of **disease**. The branch administers the **Ontario Hatchery Supply Flock Policy**, which involves monitoring procedures to control disease of poultry and the **Fur Farms Act**, which requires **licensing** of **fur** farmers. The laboratories are listed below:

95 Dundas St.  
**Brighton K0K 1H0**  
 613-475-1632

KCAT  
**Kemptville K0G 1J0**  
 613-258-8320

Box 3612  
**Guelph N1H 6R8**  
 519-823-8800, Ext. 4501

Box 790  
**New Liskeard P0J 1P0**  
 705-647-6701

Nova Scotia Ave.  
**Huron Park N0M 1Y0**  
 519-228-6691

100 Main St. E.  
**Ridgetown N0P 2C0**  
 519-674-5456, Ext. 56

## PLANT INDUSTRY BRANCH

Guelph Agriculture Centre

P. O. Box 1030

Guelph N1H 6N1

519-823-5700

AG &amp; FOOD 26

The Plant Industry Branch provides information at local offices throughout the province on the commercial production of field crops and **horticultural crops**. The transition crop team compiles information and investigates feasibility of introducing alternate crops for Ontario farmers. Information is available to **commercial growers** on safety and correct use of **pesticides**. The branch is responsible for administration of the **Weed Control Act** through municipally-appointed inspectors. Complaints should be directed to the municipality. The **agricultural energy** section searches technologies to reduce **energy costs** in Agriculture. The **Agroclimatology** group provides input into farm weather forecasts and methods of dissemination and coordinates accumulation of climate data from agricultural production areas.

AGRICULTURAL LABORATORY SERVICES  
BRANCHPROVINCIAL PESTICIDE RESIDUE TESTING  
LABORATORY

University of Guelph, Bldg. 43

Guelph N1G 2W1

519-823-8800, Ext. 4825

AG &amp; FOOD 27

The Provincial Pesticide Residue Testing Laboratory provides all provincial ministries with a **chemical** analytical service for the detection and measurement of residues of **pesticide** (i.e. **insecticides**, **herbicides**, **fungicides**, **acaricides**, **nematocides**, etc.), industrial **pollutants** and heavy metals in **food**, **plants**, **animals**, **fish**, **wildlife**, **soils**, **water**, **air** and human tissues. It interprets the significance of analytical results. Contact the **laboratory** or ministries involved for **research** papers and reports.

AGRICULTURAL LABORATORY SERVICES  
BRANCH

## PEST DIAGNOSTIC AND ADVISORY CLINIC

University of Guelph, Graham Hall

Guelph N1G 2W1

519-824-4120, Ext. 2701

AG &amp; FOOD 28

The Pest Diagnostic and Advisory Clinic provides a service for the identification of **insects**, **plant diseases** and **weeds** upon receipt of carefully packed samples.

SOIL AND WATER MANAGEMENT BRANCH  
DRAINAGE AND WATER MANAGEMENT  
SECTION

801 Bay St, 8th Flr.

Toronto M7A 2B2

416-965-9921

AG &amp; FOOD 29

The Drainage and Water Management Section administers the **Tile Drainage Act** and the **Drainage Act** (financial assistance to municipalities and farmers for the improvement of farm land) and the **Agricultural Tile Drainage Installation Act** (licences for installers of tile drainage systems on farm land). The Drainage Referee and the Drainage Tribunal handle



appeals under the Drainage Act. The branch provides a Ministry focus for review and development of agricultural water management programs and policies.

**SOIL AND WATER MANAGEMENT BRANCH  
SOIL SURVEY AND SOIL CONSERVATION  
SECTION**

AG & FOOD 30

Guelph Agriculture Centre  
P. O. Box 1030  
Guelph N1H 6N1  
519-823-5700

The section administers and delivers the **Ontario Soil Conservation and Environmental Protection Assistance Program** (OSCEPAP) providing on-farm demonstrations and advice on soil erosion control management techniques. **Grants** are provided on structures for erosion control and manure management. A similar administrative program delivery is provided for the **Land Stewardship Program**. On-farm advice is available to assist farmers to obtain grants for new management practices to reduce soil erosion and degradation. The Soil Survey and Soil Conservation Section also administers the **Topsoil Preservation Act**.

**SOIL AND WATER MANAGEMENT BRANCH  
ONTARIO INSTITUTE OF PEDOLOGY**

AG & FOOD 31

Guelph Agriculture Centre  
P. O. Box 1030  
Guelph N1H 6N1  
519-823-5700

The Ontario Institute of Pedology is comprised of **soil** scientists from the Ontario Ministry of Agriculture and Food, Agriculture Canada and the University of Guelph. The Institute is responsible for the classification and interpretation of Ontario's soils to aid Ministry staff in **land use planning**, **tile drainage**, tillage and other soil conservation programs.

**EDUCATION AND RESEARCH DIVISION**

**HORTICULTURAL RESEARCH INSTITUTE**

AG & FOOD 32

Vineland Station L0R 2E0  
416-562-4141

The Institute conducts **horticultural research** (including studies on **soils** and **crops**) to increase production and develop new varieties of **farm products** (e.g., **fruit** and **vegetables**, including **mushrooms** and table and **wine grapes**). Responsibility for coordinating all horticultural research and service programs supported by the Ministry also rests with the Institute. It provides propagating material (cuttings, etc.) to growers and **nurseries**, and serves farmers, ornamental plant growers, food processors and wine makers. Research is conducted at these locations:

*Muck Research Station*  
R.R. 1

**Kettleby L0G 1J0**  
416-775-3783

*Horticultural Experiment Station*  
Box 587

**Simcoe N3Y 4N5**  
519-426-7120

*Horticultural Experiment Station &  
Horticultural Products Laboratory*  
**Vineland Station L0R 2E0**  
416-562-4141

**ONTARIO AGRICULTURAL MUSEUM**  
Milton L9T 2Y3  
416-878-8151

AG &amp; FOOD 33

The Ontario Agricultural Museum, which is operated by the Provincial Government, houses and displays tools, implements and **historical** artifacts associated with the evolution of **agriculture** in Ontario. The eleven members of the museum's Advisory Board, provide advice on planning activities, policy, artifact collection and marketing. An **Artifact Valuation Committee** is in place to officially evaluate artifacts donated to the **Museum**.

Open to the general public from mid-May to September, the museum features numerous special events and maintains an extensive **library** and **research** facility. School **tours** can be arranged between early April and early November.

**RURAL ORGANIZATIONS AND SERVICES  
BRANCH**

AG &amp; FOOD 34

Guelph Agriculture Centre  
P. O. Box 1030  
Guelph N1H 6N1  
519-823-5700, Ext. 212

Branch services are administered by the Guelph Agriculture Centre and provided through the Ministry's 54 county or district offices.

The branch coordinates the **4-H Program**; **Ontario Agricultural Exchange Program**; **Junior Agriculturalist Program** for urban youth seeking summer experience on farms; and **Agricrew**, which provides crews of students to farmers for summer jobs.

Advisory services and resources are offered to rural organizations, such as the **Federated Women's Institutes of Ontario**, **Plowmen's Association** and **Junior Farmers' Association of Ontario**. The branch also arranges **volunteer leadership** training and provides publications and up-to-date resources to individuals, rural organization members and consumers. Continuing **education** programs are developed and conducted on **foods** and **nutrition**, home and **family** financial management and other topics. **Agriculture** in the Classroom resources complement primary, elementary and secondary school programs.

The branch also assists Ontario farmers with employment needs by offering information and advice on **farm** labour supply, **employment** standards legislation, **personnel** management, **job** creation programs, and farm worker training programs.

**COLLEGES OF AGRICULTURAL AND FOOD  
TECHNOLOGY**

AG &amp; FOOD 35

The colleges and the **University of Guelph** offer diplomas in **farm** management, agricultural production, agricultural **laboratory** technology, **food** service supervision and technology, **veterinary** (animal health) technology, **livestock** production, technology and management, and agricultural business management. Training courses for **dairy** manufacturers, farm equipment mechanics and dairy and swine herdworkers are also provided by the colleges. They conduct **agricultural research** for the Ministry, including studies on live-

stock, poultry, field crops, horticultural crops, maple syrup, soils, food and nutrition, economics and marketing. For policy matters, please contact this Ministry's Education and Research Division, Guelph NIH 6N1, 519-763-5940.

*Collège de Technologie  
Agricole et Alimentaire d'Alfred*  
Box 580  
**Alfred K0B 1A0**  
613-679-2218

*Centralia College of  
Agricultural Technology*  
**Huron Park N0M 1Y0**  
519-228-6691

*Kemptville College of  
Agricultural Technology*  
**Kemptville K0G 1J0**  
613-258-8336

*New Liskeard College of  
Agricultural Technology*  
**New Liskeard P0J 1P0**  
705-647-6738

*Ridgetown College of  
Agricultural Technology*  
**Ridgetown N0P 2C0**  
519-674-5456

*Ontario Agricultural College*  
University of Guelph  
**Guelph N1G 2W1**  
519-824-4120

#### AGRICULTURAL ENGINEERING SERVICES

AG & FOOD 36

Guelph Agriculture Centre  
P. O. Box 1030  
Guelph NIH 6N1  
519-823-5700, Ext. 228

Agricultural Engineering Services provides **farmers** and all persons involved in **agriculture**, with **engineering** advice for farm drainage, irrigation, **water** supply, **erosion** control, structures (except residences), equipment, machinery economics, ventilation, manure management, **energy** conservation, rural electrification and microprocessing.

Agricultural Engineering Services also functions as a direct link between field service programs, diploma **education**, and research and development at the Colleges of Agricultural Technology and the University of Guelph's School of Engineering. To enhance the translation of research results into practical 'on farm' applications, the Service is organized into regional groups. The Head of each region is located at one of the five colleges shown below. The Guelph office provides central contact and support services.

For addresses of the county and district offices where other Agriculture Engineers are located (see County and District Field Offices entry).

*Head, Engineering Section*  
*Collège de Technologie*  
*Agricole et Alimentaire d'Alfred*  
**Alfred K0B 1A0**  
613-679-2218

*Head, Engineering Section*  
*Centralia College of*  
*Agricultural Technology*  
**Huron Park N0M 1Y0**  
519-228-6691



*Head, Engineering Section*  
Kemptville College of  
Agricultural Technology  
**Kemptville K0G 1J0**  
613-258-3411

*Head, Engineering Section*  
Ridgetown College of  
Agricultural Technology  
**Ridgetown N0P 2C0**  
519-674-5456

*Head, Engineering Section*  
New Liskeard College of  
Agricultural Technology  
**New Liskeard P0J 1P0**  
705-647-6738

## AGENCIES

For some background information on ministerial agencies, boards and commissions, see entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Agriculture and Food are listed below. Contact the Deputy Minister's office, 416-965-1044, for unlisted agencies.

### AGRICULTURAL COUNCIL OF ONTARIO

AG & FOOD 37

2 Carleton St.  
Toronto M5B 1S2  
416-965-1423

The Agricultural Council of Ontario is an independent senior advisory body which provides advice to the Minister and Government on major issues in the agriculture and food industries.

### FARM PRODUCTS APPEAL TRIBUNAL

AG & FOOD 38

The Co-operators Bldg.  
130 Macdonnell St., Ste. 303A  
Guelph N1H 2Z6  
519-763-3430

The Tribunal hears appeals on orders, directions, decisions or regulations made by the Director appointed under the **Milk Act** or the Milk Commission of Ontario and the Farm Products Marketing Board created by the **Farm Products Marketing Act**. Applications for appeals are heard under the **Commodity Board Members Act**. The Tribunal also serves as a licence review board under the **Edible Oil Products Act**, **Oleomargarine Act**, **Milk Act** and **Farm Products Marketing Act**.

### ONTARIO FOOD TERMINAL BOARD

AG & FOOD 39

The Queensway  
Toronto M8Y 1H8  
416-259-5479

The Board operates the Ontario Food Terminal, a wholesale fresh **fruit** and produce market with cold storage facilities, which serves Ontario growers. It plays a major role in the orderly marketing of fruit and **vegetables** in Ontario.

**ONTARIO STOCK YARDS BOARD**

AG &amp; FOOD 40

590 Keele St., Room 339  
 Toronto M6N 3E3  
 416-767-1163

Operating under the **Stock Yards Act**, the Board provides facilities for weighing **livestock** and supervising all **scales** operations. It also **licences** sales agencies in the stock yard to act as representatives in the selling of livestock.

**AGRICULTURAL RESEARCH INSTITUTE OF ONTARIO**

AG &amp; FOOD 41

801 Bay St., 7th Flr.  
 Toronto M7A 1A3  
 416-963-2156

The Institute stimulates **agricultural research** to increase efficiency in **farm** production and marketing. The Institute also responds to inquiries about research programs and Ministry policy on agriculture, **veterinary** medicine and **food** science and also serves as an advisory body on research to the Minister of Agriculture and Food.

**ONTARIO FARM MACHINERY BOARD**

AG &amp; FOOD 42

801 Bay St., 7th Flr.  
 Toronto M7A 2B2  
 416-963-2156

The Ontario Farm Machinery Board investigates complaints regarding **farm** machinery and may assemble interested parties to resolve problems of service, parts supply and guarantees involving farmers, dealers and manufacturers in Ontario. The Board has developed an Ontario Farm Machinery Distributor and Retail Dealer Code which defines the extent of farm machinery distributors and dealers' commitment to new farm machinery transactions. Distributors and dealers voluntarily agreeing to meet and adhere to the requirements of the Code will be certified by the Board.

**ACTS**

**ACTS** AG & FOOD 43

The Ministry of Agriculture and Food is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact this Ministry's legal services or communications branch.

Abandoned Orchards Act  
 Agricultural Associations Act  
 Agricultural Committees Act  
 Agricultural Rehabilitation and Development Act (Ontario)  
 Agricultural Representatives Act  
 Agricultural Research Institute of Ontario Act  
 Agricultural Societies Act  
 Agricultural Tile Drainage Installation Act  
 Animals for Research Act  
 Artificial Insemination of Livestock Act  
 Beef Cattle Marketing Act

Bees Act  
Bull Owner's Liability Act  
Commodity Board Members Act  
Commodity Boards and Marketing Agencies Act  
Cooperative Loans Act  
Crop Insurance Act Ontario  
Dead Animal Disposal Act  
Dog Licensing and Livestock and Poultry Protection Act  
Drainage Act  
Edible Oil Products Act  
Farm Income Stabilization Act  
Farm Products Containers Act  
Farm Products Grades and Sales Act  
Farm Products Marketing Act  
Farm Products Payments Act  
Fur Farms Act  
Grain Elevator Storage Act  
Horticultural Societies Act  
Hunter Damage Compensation Act  
Junior Farmers Establishment Act  
Livestock Branding Act  
Livestock Community Sales Act  
Livestock and Livestock Products Act  
Livestock Medicines Act  
Meat Inspection Act (Ontario)  
Milk Act  
Ministry of Agriculture and Food Act  
Non-resident Agricultural Land Interests Registration Act  
Oleomargarine Act  
Ontario Agricultural Museum Act  
Ontario Food Terminal Act  
Plant Diseases Act  
Pounds Act  
Provincial Auctioneers Act  
Riding Horse Establishments Act  
Seed Potatoes Act  
Sheep and Wool Marketing Act, 1981  
Stock Yards Act  
Tile Drainage Act  
Topsoil Preservation Act  
Veterinarians Act  
Weed Control Act



## MINISTRY OF THE ATTORNEY GENERAL

18 King St. E., 18th Flr.

Toronto M5C 1C5

The Attorney General is given a wide range of powers. A number of the duties of the office have been set out specifically by Ontario statute. The Ministry of the Attorney General Act provides for the Attorney General, as the law officer of the Executive Council, to ensure that administration of public affairs is in accordance with the law; superintend all matters connected with the administration of justice in Ontario; perform the duties and hold the powers that belong to the Attorney General and Solicitor General of England by law or usage, so far as those duties and powers are applicable to Ontario; advise the government and superintend all matters of a legislative nature; advise heads of departments and agencies of government in their legal matters; and conduct and regulate all litigation for and against the Crown.

The Federal Minister of Justice for Canada has legislative authority for the substantive areas of criminal law and procedure, and asserts some independent right to prosecute certain classes of offences. The provincial Attorneys General of Canada have paramount responsibility to superintend all aspects of the administration of justice.

### COMMUNICATIONS BRANCH

ATT GEN 1

18 King St. E., 18th Flr.

Toronto M5C 1C5

416-965-9111

The Communications Branch provides information services and establishes communications policy for the Ministry; advises its branches on communications problems; and provides communications support to the Minister and the Deputy Minister. Activities include liaising with the media, answering public inquiries, and producing and distributing publications, audio-visual materials, news releases and speeches. Copies of Ministry **publications on drinking and driving, family law, support and custody order enforcement, small claims court, jury duty, being a witness and other public legal information** can be obtained by writing to the branch.

### FRENCH LANGUAGE SERVICES

ATT GEN 2

10 King St. E., 8th Flr.

Toronto M5C 1C3

416-965-3870

The French Language Services Coordinator supervises the provision of **French language services** in the Ministry of the Attorney General. A general enquiry service in the French language is also provided by this office.

### SERVICES EN FRANÇAIS

Le coordonnateur des services en français du Ministère du Procureur général supervise la mise en oeuvre de la politique du gouvernement en matière de services en langue française. Il répond aux demandes de renseignements sur les services en français de ce ministère.

## LEGISLATIVE COUNSEL

## LEGISLATIVE COUNSEL SERVICES

ATT GEN 3

Whitney Block, 1st Flr.  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1A2  
416-965-2841

Legislative advisory services are provided to Members of Provincial Parliament (MPPs), government ministers and ministries. The Office of the Legislative Counsel drafts **legislation** (bills and regulations) in French and English; prepares the Statutes of Ontario (annual books of statutes) and the Revised Statutes of Ontario or RSOs (a consolidation of statutes, revised every ten years); and files and publishes regulations. A list of other statutes that still have the force of law may be found in Schedule C, Volume 9, Revised Statutes of Ontario 1980 and in the Table of Private Acts published in the 1984 Index to the Statutes of Ontario. For information on statutes and regulations in French and English, contact 965-2841. Copies of legislation and bills can be obtained at the Ontario Government Bookstore, 880 Bay St., Toronto, 965-2054 or by writing to the Publications Centre, 880 Bay St., Toronto M7A 1N8 (see entry under Ministry of Government Services).

## POLICY DEVELOPMENT DIVISION

ATT GEN 4

## POLICY DEVELOPMENT DIVISION

18 King St. E., 18th Flr.  
Toronto M5C 1C5  
416-965-2816

The Policy Development Division's functions include: **research** and analysis of all aspects of the administration of civil justice in Ontario; continual review of the statutes administered by the Ministry; and development of its legislative program. The division also oversees legal aid and development of equality rights initiatives, and advises the Attorney General and the Deputy Minister on the progress of bills during **legislation**.

## CRIMINAL LAW DIVISION

## DIRECTOR OF CROWN ATTORNEYS

ATT GEN 5

18 King St. E., 18th Flr.  
Toronto M5C 1C5  
416-965-5879

The Director of Crown Attorneys supervises and coordinates the activities of **crown attorneys** in the 49 counties and districts of the province (listed under the Ontario Courts entry). The Director also provides consultation with crown attorneys on particular **criminal** matters, and holds responsibility for the hiring of crown attorneys' staff.

## CROWN ATTORNEYS SYSTEM

ATT GEN 6

416-965-5879

The crown attorneys are responsible for conducting **prosecutions** of **offences** in their county or district under the **Criminal Code of Canada** and other federal statutes such as the **Young Offenders Act**. Prosecutions are also conducted under provincial statutes, such as the **Highway Traffic Act** and the **Liquor Licence Act**. Exercising the Attorney General's discretionary powers with respect to prosecutions, the crown attorneys and their assistants

choose the appropriate charge on which to proceed, consider the release of prisoners pending **trial**, and conduct trials at all levels of court.

Crown attorneys also watch over private summary conviction prosecutions, intervene if required in the interests of the community, and represent the Crown in all summary conviction appeals held in the district courts. Additional responsibilities include acting as counsel to the coroner during **inquests**, and advising the **police**, **lawyers** and the public on general matters related to the administration of justice.

Crown attorneys are listed in alphabetical order by county or district under Ontario Courts, Ministry of the Attorney General.

#### CROWN LAW OFFICE

ATT GEN 7

##### CRIMINAL LAW

18 King St. E., 16th Flr.

Toronto M5C 1C5

416-965-0650

This office is responsible for the preparation and argument of all criminal appeals to the Supreme Court of Canada, Ontario Court of Appeal and Supreme Court of Ontario in indictable offences in the province, whether the Crown is the respondent or the appellant. Activities include dealing with the judiciary, crown attorneys, police and the public, and conducting special **prosecutions**.

The branch also provides a **racial attack advice service** by telephone to victims of racially-motivated **criminal offences**, including physical **assaults** where the police have not laid charges. Lawyers inform callers of their right to lay charges and the procedure to follow.

#### CIVIL LAW DIVISION

##### CROWN LAW OFFICE

ATT GEN 8

##### CIVIL LAW

18 King St. E., 17th Flr.

Toronto M5C 1C5

416-965-2831

This office provides the Ontario Government with legal services for civil **litigation** matters in all levels of courts, boards and tribunals. Professional advice and legal opinions are offered to all government ministries, agencies and tribunals on a variety of subjects, including interpretation of provincial **legislation**. The office also examines applications for **judicial review** to determine if an intervention will be made on behalf of the Attorney General; deals with claims for and against the Crown; and answers inquiries from the public on statutes administered by this Ministry.

#### LEGAL SERVICES BRANCH

ATT GEN 9

18 King St. E., 14th Flr.

Toronto M5C 1C5

416-965-2535

The Legal Services Branch is responsible for the provision of **lawyers** and coordination of general legal advice to the ministries of the Ontario Government. The branch also functions as Chief Inquiry Officer under the **Expropriations Act** by appointing and providing liaison with provincial inquiry officers who hear public concerns on specific **expropriation** cases.



# OFFICIAL GUARDIAN BRANCH

ATT GEN 10

180 Dundas St. W. 6th Flr.  
Toronto M5G 1E4  
416-965-1865

The Official **Guardian** represents the civil rights of persons under a legal disability, such as **children** under 18 years of age, the **mentally incompetent**, the **unborn**, and absentees. Recommendations are made to the Court regarding the care, custody and maintenance of children in **divorce** cases. The branch also provides legal representation for children in child protection and **custody** cases, and before administrative tribunals.

# PUBLIC TRUSTEE BRANCH

ATT GEN 11

145 Queen St. W.  
Toronto M5H 2N8  
416-362-1331

This branch manages the **estates** of **mentally incompetent** persons residing mainly in **psychiatric** hospitals and facilities for the **developmentally handicapped**. When Ontarians die **intestate** without adult next-of-kin in the province, the Public Trustee may be appointed administrator of the estate, with the same authority as a private trustee. The Public Trustee may also serve as executor of a will, and accept private trusts, powers of attorney, etc. The branch advises **charitable organizations** of legacies from **wills**; reviews operations of charities; and receives, in trust, assets of **corporations** undergoing dissolution and funds for perpetual care of **cemeteries**.

# CONSTITUTIONAL LAW AND POLICY DIVISION

## CONSTITUTIONAL LAW AND POLICY DIVISION

ATT GEN 12

18 King St. E., 4th & 18th Flrs.  
Toronto M5C 1C5  
416-965-6271

This division advises all ministries on **constitutional** questions, and develops policy for Ontario's position on every aspect of constitutional amendment. The division also reviews **litigation** in which constitutional questions are raised in Ontario courts, the Federal Court of Canada and the Supreme Court of Canada. Where advisable, division counsel appear in such litigation to represent the Attorney General of Ontario as a party or intervenor, or to represent the concerned ministry.

# PROGRAMMES AND ADMINISTRATION DIVISION

## COMPUTER AND TELECOMMUNICATIONS SERVICES BRANCH

ATT GEN 13

36 Toronto St., 6th Flr.  
Toronto M5C 2C5  
416-309-2000

The Computer and **Telecommunications** Services Branch (CTSB) is responsible for the development of new computer systems, and the enhancement and support of systems already in production in the Ministry. Activities include designing corporate information resource structures, performing contingency and capacity planning, and ensuring security of data access and facilities.

The branch evaluates and supports office automation and records management products. Expertise and consultations on the appropriate use and implementation of office automation **technology** are provided to Ministry management.

The branch offers walk-in support, training and consulting services to Ministry end-users of computer systems. Statistical services and centralized word processing facilities are available. The coordination of voice and data communication systems for the Ministry is also planned, managed and implemented by this branch.

#### ACCOUNTANT OF THE SUPREME COURT OF ONTARIO

ATT GEN 14

123 Edward St.  
Toronto M5G 1E3  
416-965-5596

This office is the depository for all money, **mortgages** and **securities** paid into, or lodged with, the Supreme Court of Ontario. These monies, mortgages and securities are received and disbursed or released pursuant to judgements and orders of the **Supreme Court of Ontario**, and in accordance with the **Courts of Justice Act** and other relevant statutes. Where monies are in court to the credit of infants, this office administers the funds until the children reach the age of majority.

#### FINANCIAL MANAGEMENT AND PROGRAMME PLANNING BRANCH

ATT GEN 15

18 King St. E., 3rd Flr.  
Toronto M5C 1C5  
416-965-1291

The branch provides all Ministry programs with financial management and accounting services, including formulation of program estimates and branch budgets. It also maintains the Ministry's Manual of Administration relating to financial and administrative policies and procedures.

Internal coordination, program planning, and ongoing liaison with central agencies of the government are provided by this branch. It oversees the Ministry's analysis and planning function; monitors and evaluates the effectiveness and efficiency of programs and activities; and develops submissions for central agencies in consultation with operating branches.

The branch also assists **royal commissions** and **judicial inquiries** with logistical and administrative support. Advice is offered on administration and operational guidelines.

Other responsibilities include drafting and coordinating the processing of all Orders-in-Council and Regulations for the Ministry; coordinating the responses to Order Paper Questions; and administering the **Public Institutions Inspection Act**.

#### HUMAN RESOURCES BRANCH

ATT GEN 16

18 King St. E., 14th Flr.  
Toronto M5C 1C5  
416-965-2552

The Human Resources Branch develops, coordinates and administers a full range of personnel services within the Ministry of the Attorney General. Responsibilities include

the establishment of Ministry personnel policies and procedures, classification and compensation levels, staff recruitment, training and development, employee counselling and staff relations. The branch also maintains personnel records, liaises with the Human Resources Secretariat and the Ontario Public Service Employees Union (OPSEU), and administers the **Blind Persons' Rights Act**. This Act states that **blind** persons shall not be denied **accommodation**, services or facilities or experience **discrimination** because they keep or are accompanied by a guide **dog**. As proof of entitlement to the Act's provisions, the branch issues an identification card, with a picture of the blind person and the dog, upon successful completion of an approved training program.

#### AUDIT SERVICES BRANCH

ATT GEN 17

101 Bloor St. W., 4th Flr.  
Toronto M5S 1P7  
416-965-4223

The branch is responsible for the Ministry's audit functions, which include comprehensive review and appraisal of financial, administrative and operational records, systems and controls.

#### EMPLOYMENT EQUITY PROGRAM

ATT GEN 18

18 King St. E., 14th Flr.  
Toronto M5C 1C5  
416-965-7502

The Coordinator of the Employment Equity Program plans, develops and coordinates activities to improve the employment status of the Ontario Government's female employees, with the aim of ensuring equal opportunity for women.

#### FREEDOM OF INFORMATION OFFICE

ATT GEN 19

18 King St. E., 14th Flr.  
Toronto M5C 1C5  
416-965-4836

The Freedom of Information Office coordinates implementation of the Freedom of Information and Protection of Privacy Act within the Ministry. Responsibilities include developing and monitoring administrative procedures, making policy recommendations, tracking and managing responses to access requests, gathering information, preparing statistical reports, and ensuring adherence to legislative requirements.

#### ADMINISTRATIVE TRIBUNALS

##### OFFICE OF THE PUBLIC COMPLAINTS

ATT GEN 20

COMMISSIONER  
157 Bloor St. W.  
Toronto M5S 1P7  
416-963-1141

The Office of the **Public Complaints Commissioner (PCC)** handles complaints from members of the public against **police** officers on the Metropolitan Toronto Police Force. Office hours are 8:30 a.m. to 5:15 p.m., and there is a twenty-four hour telephone answering service. A citizen may lodge a complaint directly with the Commissioner or with the Police Force. Both immediately receive copies of all complaints. The Public Complaints Commissioner is an independent civilian with the power to conduct a personal



investigation, and to ensure prompt and fair handling of all complaints concerning allegations of misconduct. A complainant who is not satisfied with the Chief of Police's decision has the right, in certain circumstances, to a review by the Commissioner. After completing the review, the Commissioner may order a hearing before an all-civilian Board of Inquiry with the power to impose penalties directly on the officer involved.

#### ONTARIO MUNICIPAL BOARD

ATT GEN 21

180 Dundas St. W.  
Toronto M5G 1E5  
416-598-2266

The Ontario Municipal Board is an independent administrative tribunal which hears applications/appeals on municipal and planning matters. These include: **zoning** by-laws, **subdivision** plans, **official plans**, consents and minor variances under the **Planning Act**; assessment appeals under the **Assessment Act**; **land compensation** matters under the **Expropriations Act**; municipal capital expenditures and debentures under the **Municipal Act**; appeals under the **Rental Housing Protection Act**; and other legislation.

The Board was established by, and derives some of its authority from, the Ontario Municipal Board Act.

#### ASSESSMENT REVIEW BOARD

ATT GEN 22

80 Bloor St. W.  
Toronto M5S 1L9  
416-965-7574

The Assessment Review Board hears complaints against **real property** and **business assessment**, which is the basis of **municipal taxation** in Ontario. The board handles appeals to amend school support lists for **school board** taxation; applications for the cancellation, reduction or refund of municipal taxes; and requests to increase municipal taxes where manifest errors have been made in the collectors' roll. For further information on real property assessment, see the Ministry of Revenue, Field Operations Branch. Contact local municipal offices for questions on property taxation and rates. For assessment complaints, contact the offices listed below.

*Regional Registrar*  
*Grand River/Niagara Area*  
678 Main St. E., Ste. 303  
**Hamilton L8M 1K2**  
416-549-4173  
(Brant, Dufferin, Wellington,  
Waterloo, Niagara,  
Haldimand-Norfolk,  
Hamilton-Wentworth)

*Regional Registrar*  
*Southwestern Area*  
426 Third St., 1st Flr.  
**London N5W 4W6**  
519-453-6660  
(Elgin, Bruce, Grey,  
Middlesex, Oxford, Kent,  
Lambton, Essex, Huron,  
Perth)

*Regional Registrar  
Central, Georgian Bay  
and Lake Huron Area*  
390 Davis Dr., Ste. 300  
**Newmarket L3Y 2N9**  
416-895-1274  
Toll-free: 1-800-263-3237  
(Simcoe, York, Halton,  
Peel)

*Regional Registrar  
Northeastern Area*  
Northgate Square, Ste. 300  
**North Bay P1B 2H3**  
705-474-1612  
(Nippissing, Muskoka,  
Parry Sound, Cochrane,  
Timiskaming, Manitoulin,  
Sudbury)

*Regional Registrar  
Metro Toronto Area North*  
Sheppard Centre  
2 Sheppard Ave. E., Ste. 605  
**North York M2N 5Y7**  
416-733-1990

*Regional Registrar  
Eastern Area*  
2378 Holly Lane, Rm. 208  
**Ottawa K1V 7P1**  
613-731-7166  
(Ottawa-Carleton, Prescott  
& Russell, Stormont, Dundas  
& Glengarry, Lanark, Leeds  
& Grenville, Renfrew, Frontenac,  
Lennox & Addington, Hastings,  
Prince Edward, Northumberland)

*A9Regional Registrar  
Lake Ontario Area*  
277 George St. N., Ste. 207  
**Peterborough K9J 3G9**  
705-743-7960  
(Peterborough, Victoria,  
Haliburton, Durham)

*Regional Registrar  
Northwestern Area*  
85 Great Northern Rd.  
**Sault Ste. Marie P6B 4Y8**  
705-949-5280  
(Algoma, Thunder Bay,  
Kenora, Rainy River)

*Regional Registrar  
Metro Toronto Area South*  
80 Bloor St. W., Ste. 701  
**Toronto M5S 1L9**  
416-965-6826

**CRIMINAL INJURIES COMPENSATION BOARD**  
439 University Ave., 17th Flr.  
Toronto M5G 1Y8  
416-965-4755

ATT GEN 23

The Board provides **compensation** to eligible applicants when a person is injured or killed in Ontario, as the result of an unprovoked act of **criminal** violence.

**BOARD OF NEGOTIATION**

ATT GEN 24

439 University Ave.  
 Toronto M5G 1Y8  
 416-965-2867

The Board may act as a mediator in negotiating a settlement when **real property** is **expropriated** and no agreement can be reached on **compensation**. The property owner or the expropriating authority can request the services of the Board.

**BOARD OF VALUATION**

ATT GEN 25

439 University Ave.  
 Toronto M5G 1Y8  
 416-965-2867

Where a power exercised under the **Power Corporation Act** does not constitute an expropriation or injurious affection, **compensation** must be paid to the **real property** owner for all damage. The Board of Valuation determines the amount of compensation when no agreement can be reached. If either the owner or the power corporation is dissatisfied with the amount fixed, appeals may be made to the **Ontario Municipal Board**.

**COURTS ADMINISTRATION PROGRAM****COURTS ADMINISTRATION PROGRAM**

ATT GEN 26

18 King St. E., Mezzanine Level  
 Toronto M5C 1C5  
 416-965-5184

Under the supervision of the Assistant Deputy Attorney General, this program provides administrative services to **District** (formerly County and District) **Courts**, **Surrogate Courts** and the **Supreme Court of Ontario**, as well as direction to sheriffs and court registrars (965-1524). The program manages the **Small Claims Court** and Provincial Court (Civil) offices, and gives direction to bailiffs and clerks (965-7945). Additional responsibilities include managing Provincial (Criminal and Family) Court offices (965-0916); planning courts and office accommodation (965-8542); providing court reporting services (965-2399); furnishing interpretation/**translation** services; and assisting with the implementation of **French language services** in Ontario Courts (965-8240). The program supports provincially- appointed judiciary and processes applications for **Commissioners** for taking **affidavits** and **notaries public** (965-8535). It is also responsible for the Support and Custody Enforcement Program.

**COURTS****SUPREME COURT OF ONTARIO**

ATT GEN 27

130 Queen St. W.  
 Toronto M5H 2N5  
 416-363-4101

The Supreme Court of Ontario, the highest court in the Province, consists of two divisions: the **High Court of Justice**, which is the trial division, and the **Ontario Court of Appeal**



which hears only appeals. With certain exceptions, parties before the High Court may demand a trial by judge and jury. The **Divisional Court** is a division of the High Court with jurisdiction to hear civil appeals from administrative tribunals and the Small Claims Court. The **Family Law Division** of the High Court (965-7418) handles **trials** of **divorce** actions and motions relating to disputes between husband and wife or parents and **children**, e.g. infant custody maintenance and/or **support**. There is a local office of the Supreme Court in every county or district (see list under the Ontario Courts entry, Ministry of the Attorney General). The Court of Appeal sits primarily in Toronto, while the Divisional Court sits in Toronto, Ottawa and London.

**SUPREME COURT OF ONTARIO  
MASTERS' OFFICE**

ATT GEN 28

145 Queen St. W.  
Toronto M5H 2N7  
416-965-5578

The Masters are judicial officers of the Supreme Court of Ontario who have jurisdiction to consider certain applications in Supreme Court proceedings. One of their tasks is the **assessment** or review of lawyers' bills. Clients wanting to challenge fees charged by **lawyers** must go, with a copy of the bill, to the Supreme Court of Ontario within 30 days of receiving the bill or ask a judge for a time-extension. If the complaint is justified, the judge will issue an order to have the bill assessed. To initiate proceedings or launch appeals of an assessment officer's decision, contact: in Toronto, Weekly Court, Supreme Court, 145 Queen St. W., Toronto M7H 2N7, 965-5541; in Ottawa, Master, Supreme Court, 161 Elgin St., Ottawa K2P 2K1, 613-239-1320; in other areas, the Local Registrar of the Supreme Court of Ontario (listed under Ontario Courts, Ministry of the Attorney General). p

**SUPREME COURT OF ONTARIO  
LOCAL REGISTRAR'S OFFICE**

ATT GEN 29

145 Queen St. W.  
Toronto M5H 2N9  
416-965-5544

The Local Registrar's Office, Judicial District of York, handles inquiries regarding cases commenced in this district. For a listing of **divorce** cases for **trials**, contact 965-7419; for **bankruptcy**, contact 965-5573; for other cases, contact 965-7416. The office provides certified copies of court **documents**, e.g. final divorce decree (965-5563). Outside this judicial district, contact the local Supreme Court Registrar of the relevant county or district. Divorce and bankruptcy cases are filed with the **Supreme Court of Ontario** but governed by the federal Divorce Act Canada 1986 and the Canada Bankruptcy Act, respectively. Questions about legal rights and requests for advice should be referred to a lawyer.

**SUPREME COURT OF ONTARIO  
REPORTERS' OFFICE**

ATT GEN 30

500 University Ave., Ste. 716  
Toronto M5G 1V7  
416-965-2824

This office supplies shorthand reporters who provide verbatim reporting services throughout the province for the sittings of all **trials** in the Supreme Court of Ontario. Written **transcripts** of proceedings are also prepared and made available to anyone, with rare

exceptions, for a fee. The Reporters' Office serves only the Supreme Court of Ontario; lower courts have their own staff.

#### DISTRICT COURT OF ONTARIO

ATT GEN 31

400 University Ave.  
Toronto M5G 1S5  
416-965-1866

The District Court of Ontario has jurisdiction in both **criminal** and civil cases. In civil cases, any amount may be claimed but the defendant can have the action moved into the **Supreme Court of Ontario** for an amount over \$25,000. However, cases involving amounts under \$1,000 (\$3,000 in Metro Toronto) are usually brought to the Small Claims Court (Provincial Court, Civil Division). The District Court hears proceedings pursuant to a variety of Statutes, including: the **Landlord and Tenant Act**, **Family Law Act** and **Mental Incompetency Act**. Persons rarely appear without legal counsel. In many cases, either party may select **trial** by judge and jury. Criminal jurisdiction involves handling trials, with or without a jury, for most indictable offences.

**Sheriffs** in judicial districts and counties carry out the orders of the District and Supreme Courts of Ontario. Responsibilities include summoning jurors for **jury** duty in these courts, putting **writs** of execution into effect, and serving **documents** on behalf of members of the legal profession and the public. Sheriffs are also in charge of maintenance, security, etc. for county court houses.

#### SURROGATE COURT

ATT GEN 32

39 University Ave, 3rd Flr.  
Toronto M5G 1Y8  
416-965-7316

Surrogate Court probates **wills** of persons who die testate (with a will) and letters of administration of persons who die **intestate** (without a will). The Court also handles contested claims against **estates**, will **trials**, applications under the **Succession Law Reform Act** and **Proof in Solemn Form of Lost Wills**. For information, contact the local Surrogate Court Registrars listed alphabetically by county or district under Ontario Courts, Ministry of the Attorney General.

#### PROVINCIAL COURT (CIVIL DIVISION)

ATT GEN 33

##### SMALL CLAIMS COURT

Judges' Chambers  
400 University Ave., 25th Flr.  
Toronto M5G 1S8  
416-965-3715

Small Claims Court Services Branch  
18 King St. E., Mezzanine Flr.  
Toronto M5C 1C5  
416-965-7945

Provincial Court (Civil Division), also known as the Small Claims Court, provides a convenient and inexpensive way to settle disputes over goods and services, and collect outstanding **debts** for amounts not exceeding \$3,000, exclusive of interest, in Metropolitan Toronto and not exceeding \$1,000, exclusive of interest, for the remainder of the province.

Procedures are informal; lawyers are not required, although their services may be used. Court staff may assist in the filing of a claim or defence. The Small Claims Courts are listed alphabetically by county or district under Ontario Courts, Ministry of the Attorney General.

#### PROVINCIAL COURT (CIVIL DIVISION)

##### SMALL CLAIMS COURT REFEREES

ATT GEN 34

Judicial District of York

College Park, 444 Yonge St., Rm. 257

Toronto M5B 2H4

416-965-5591

Referees of the Small Claims Court **counsel** people on problems with **debts**, particularly **claims** and **garnishments**. For this service, telephone for an appointment and bring complete information regarding income, expenses, debts and creditors.

There is a Small Claims Court Referee in each of the following judicial districts or counties: Algoma (located in Elliot Lake and Sault Ste. Marie), Cochrane (Timmins), Essex (Windsor), Hamilton- Wentworth (Hamilton), Kenora (Dryden and Kenora), Middlesex (London and Strathroy), Ottawa-Carleton (Ottawa), Sudbury (Sudbury), Thunder Bay (Thunder Bay), Timiskaming (Haileybury) and York (Toronto). The Small Claims Court Referee service in Metro Toronto has been decentralized to provide better service to the public. In addition to the referee at the College Park location, there are referees at the Etobicoke, North York and Scarborough Small Claims Courts. For addresses and telephone numbers, see Small Claims Court listings under Ontario Courts, Ministry of the Attorney General.

#### PROVINCIAL COURT (CRIMINAL DIVISION)

ATT GEN 35

60 Queen St. W.

Toronto M5H 2M4

The Provincial Court (Criminal Division), renders the final disposition in approximately 95 per cent of all cases under the **Criminal Code of Canada** and other federal statutes. This includes cases involving **young offenders** 16 and 17 years of age charged with criminal or regulatory offenses. Judges appointed by the Lieutenant- Governor-in-Council preside over the court.

Persons accused of indictable offences which are neither within the absolute jurisdiction of a Provincial Court judge nor customarily tried before the Supreme Court of Ontario may elect to be tried before a provincial, county or district court judge sitting alone or with a jury. For **bail** procedures to release a person from custody, contact a Justice of the Peace at the appropriate court branch or, in Toronto, the Bail Office at 965-7522.

Justices of the Peace and judges perform civil **marriages** (in Toronto, Monday to Friday) by special appointment only, to be made in person and in advance (965-7227).

The Provincial Court (Criminal Division) holds sittings on a regular basis at approximately 149 locations throughout the province. A list showing court addresses and telephone numbers appears under Ontario Courts, Ministry of the Attorney General.



PROVINCIAL COURT (CRIMINAL DIVISION)  
PROVINCIAL OFFENCES COURT

ATT GEN 36

The Provincial Offences Court is presided over by provincial judges and Justices of the Peace who render the final disposition for **offences** under the Statutes of Ontario and **municipal** by-laws, excluding parking infractions.

The **Provincial Offences Act** covers the **prosecution** of all provincial offences (e.g. those under the **Highway Traffic Act**) and municipal by-laws, excluding parking infractions. This Act provides a procedure for dealing with minor offences. The person charged may choose one of three options: a payment out of court, a plea of not guilty, or a plea of guilty with explanation. The Act also provides for proceedings to be brought to court for more serious offences. Parking infractions continue to fall under the Summary Convictions Act, for the present.

Inquiries about payment of **parking tags** issued by municipal police should be directed to the police since procedures vary throughout the province. Parking tags issued by the Metro Toronto Police are payable at the municipal office or any bank in the province.

For inquiries on payment of **fines** following conviction and **driver licence** suspension for non-payment of fines, call the Provincial Court (Criminal Division); in Toronto, call 965-7537.

The Provincial Offences Court holds sittings on a regular basis at approximately 149 locations throughout the province. Addresses are the same as for the Provincial Court (Criminal Division), and can be found under Ontario Courts, Ministry of the Attorney General.

PROVINCIAL COURT (CRIMINAL DIVISION)  
DEFAULTED FINES CONTROL CENTRE

ATT GEN 37

60 Queen St. W., Rm. 19  
Old City Hall  
Toronto M5H 2M4  
416-965-9012

The Defaulted Fines Control Centre monitors court orders suspending **driver licences** for non-payment of **fines** under the **Highway Traffic Act**. Information is provided about the fines and the procedures for clearing suspensions. The Centre does not deal with traffic fines for drivers whose licences have not been suspended. For this information, contact the appropriate Provincial Offences Court at the same address as the local Provincial Court (Criminal Division), listed under Ontario Courts, Ministry of the Attorney General.

PROVINCIAL COURT (CRIMINAL DIVISION)  
METRO TORONTO FORENSIC SERVICE

ATT GEN 38

1001 Queen St. W.  
Toronto M6J 1H4  
416-535-8501

The Metro Toronto Forensic Service (METFORS) performs **psychiatric** assessments of persons arrested due to alleged **criminal** offences and suspected of being **mentally ill**. Examinations are ordered primarily by the Provincial Court (Criminal Division), and

usually conducted prior to bail. The Service also assesses and treats persons who have demonstrated signs of mental illness while in jail awaiting trial. **METFORS** is funded by the Ministry of the Attorney General; staffed by professionals in the field; and run by a board of representatives from the **Clarke Institute of Psychiatry** and the Ministries of the Attorney General, Health and Correctional Services. While primarily serving courts within the Judicial District of York, METFORS sometimes accepts cases from elsewhere.

#### PROVINCIAL COURT (FAMILY DIVISION)

ATT GEN 39

Chief Judge's Office

700 Bay St.

Toronto M5G 1Z6

416-965-3214

Provincial Court (Family Division) deals with domestic relations law (custody and access of **children**, **support** orders for spouses, infants and destitute parents); child welfare (child protection and **adoption**); and **young offenders** (children 12 to 15 years of age charged with **criminal** or regulatory offences).

There is at least one court in each county, district or judicial district, except for the Judicial District of Hamilton-Wentworth (see Unified Family Court). For a list of court addresses, see Ontario Courts, Ministry of the Attorney General.

#### UNIFIED FAMILY COURT

ATT GEN 40

Judicial District of Hamilton-Wentworth

100 James St. S.

Hamilton L8P 2Z3

416-525-1550

The Unified Family Court, Judicial District of Hamilton-Wentworth, was established in 1977, in response to recommendations by the federal and Ontario law reform commissions, as a pilot project for future development in other areas of Ontario. Replacing the former Provincial Court (Family Division) of Hamilton-Wentworth, the Unified Family Court has exclusive, original jurisdiction over family matters as set out in the Courts of Justice Act, 1984, Part III. The court is designed to remedy problems, assumed to be the product of the existing court system, by unifying the exercise of jurisdiction in all **family law** matters. Court objectives relate to the interests of individual families and the state. For families, the system aims to lessen feelings of confusion, decrease costs, reduce delay and inconvenience, and provide a comprehensive, equitable, understandable and durable legal resolution. For the state, the system aims to decrease the court, legal and welfare costs of resolving family disputes; to preserve and strengthen the family by helping spouses accept their responsibilities; and to promote conditions which encourage respect for the law and the courts. Attached to and forming part of the Unified Family Court is a conciliation service, which mediates between parties to resolve issues of custody and access. rd;att gen 370

#### ONTARIO COURTS

ATT GEN 41

Ontario is divided for administrative purposes into judicial counties or districts. A list of courts, grouped by the judicial counties or districts in which they are located, appears below. Courts are also listed in the blue pages of all telephone directories. If calling long distance, ask the operator for the appropriate Zenith number.

## ALGOMA DISTRICT

*Provincial Court (Criminal)*  
P.O. Box 187  
**Bruce Mines P0R 1C0**  
705-785-3767  
Zenith 81930

*Provincial Court (Criminal)*  
14 Oakland Blvd.  
**Elliot Lake P5A 2T1**  
705-848-2500  
Zenith 81930

*Provincial Court (Civil Division)*  
*Elliot Lake Small Claims Court*  
4 Elizabeth Walk, Ste 202.  
**Elliot Lake P5A 1Y7**  
705-848-2383  
Zenith 89000

*Crown Attorney*  
Court House, P. O. Box 550  
**Sault Ste. Marie P6A 5M8**  
705-949-4440  
Zenith 61130

*Sheriff-District Court*  
Court House  
P. O. Box 550  
426 Queen St. E.  
**Sault Ste. Marie P6A 5M8**  
705-759-1352  
Zenith 30490

*Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
Court House  
426 Queen St. E.  
**Sault Ste. Marie P6A 5M8**  
705-254-6911  
For toll-free number, see  
blue pages in telephone directory

*Provincial Court (Criminal)*  
Court House, P. O. Box 550  
**Sault Ste. Marie P6A 5M8**  
705-254-6897  
Zenith 81930

*Provincial Court (Family)*  
Court House, P. O. Box 909  
473 Queen St. E., Ste. 100  
**Sault Ste. Marie P6A 1Z5**  
705-253-3288  
Zenith 20650

*Provincial Court (Civil Division)*  
*Sault Ste. Marie Small Claims Court*  
*Small Claims Court Referee*  
Court House, 424-440 Queen St. E.  
**Sault Ste. Marie P6A 1Z7**  
705-253-5141  
Zenith 89000

*Provincial Court (Civil Division)*  
Thessalon Small Claims Court  
14 Maple St.  
**Thessalon P0R 1L0**  
705-842-3220  
Zenith 89000

*Provincial Court (Civil Division)*  
*Wawa Small Claims Court*  
42 Superior Ave.  
**Wawa P0S 1K0**  
705-856-7079  
Zenith 89000

## BRANT COUNTY

*Crown Attorney*  
38 Darling St.  
**Brantford N3T 6A8**  
519-752-3704



*Sheriff/Local Registrar-Supreme Court  
District Court Registrar  
Surrogate Registrar  
Court House  
70 Wellington St.  
Brantford N3T 2L9  
519-752-5941*

*Provincial Court (Criminal)  
102 Wellington Sq.  
Brantford N3T 2M2  
519-753-3121*

*Provincial Court (Family)  
38 Darling St.  
Brantford N3T 6A8  
519-752-6559*

*Provincial Court (Civil Division)  
Brantford Small Claims Court  
34 Market St.  
Brantford N3T 2Z5  
519-753-0451*

## **BRUCE COUNTY**

*Provincial Court (Civil Division)  
Port Elgin Small Claims Court  
Box 1621, 607 Mill St.  
Port Elgin N0H 2C0  
519-832-2253  
Zenith 89000*

*Crown Attorney  
Court House  
P. O. Box 460  
Walkerton N0G 2V0  
519-881-0432  
Zenith 61130*

*Sheriff  
Court House  
215 Cayley St.  
Walkerton N0G 2V0  
519-881-1772  
Zenith 30490*

*Local Registrar-Supreme Court  
Surrogate Registrar  
Court House  
215 Cayley St.  
Walkerton N0G 2V0  
519-881-0211  
Zenith 71040*

*Provincial Court (Criminal & Family)  
P. O. Box 39  
Walkerton N0G 2V0  
519-881-2333  
Zenith 81930*

*Provincial Court (Civil Division)  
Walkerton Small Claims Court  
Court House  
Box 430, 215 Cayley St.  
Walkerton N0G 2V0  
519-881-0211  
Zenith 71040*

*Provincial Court (Civil Division)  
Wiarton Small Claims Court  
Box 514, 507 Mary St.  
Wiarton N0H 2T0  
519-534-1714  
Zenith 89000*

## **COCHRANE DISTRICT**

*Sheriff  
Court House  
P. O. Box 38  
149-4th Ave.  
Cochrane P0L 1C0  
705-272-4256  
Zenith 30490*

*Local Registrar-Supreme Court  
District Court Registrar  
Surrogate Registrar  
P. O. Box 38  
Cochrane P0L 1C0  
705-272-4186  
Zenith 71040*

*Provincial Court (Criminal & Family)*  
P. O. Box 2069  
**Cochrane P0L 1C0**  
705-272-4358  
Zenith 81930

*Provincial Court (Civil Division)*  
*Cochrane Small Claims Court*  
Box 1688, 149 4th Ave.  
**Cochrane P0L 1C0**  
705-272-4151  
Zenith 89000

*Provincial Court (Civil Division)*  
*Iroquois Falls Small Claims Court*  
Box 369, 885 Centennial St.  
**Iroquois Falls P0K 1G0**  
705-232-4374  
Zenith 89000

*Crown Attorney*  
2, Drury St.  
**Kapuskasing P5N 1K8**  
705-335-6184  
Zenith 61130

*Provincial Court (Civil Division)*  
*Kapuskasing Small Claims Court*  
Box 182, 22 Hill St.  
**Kapuskasing P5N 2Y3**  
705-335-6383  
Zenith 89000

*Crown Attorney*  
230A First Ave.  
**Timmins P4N 1H5**  
705-264-5234  
Zenith 61130

*Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
48 Spruce St. N.  
**Timmins P4N 6M7**  
705-267-1449

*Provincial Court (Criminal)*  
The 101 Mall, Ste. 125  
38 Pine St. N.  
**Timmins P4N 6K6**  
705-264-2376  
Zenith 81930

*Provincial Court (Family)*  
The 101 Mall, 2nd Flr.  
38 Pine St. N.  
**Timmins P4N 6K6**  
705-264-5228  
Zenith 20650

*Provincial Court (Civil Division)*  
*Timmins Small Claims Court*  
*Small Claims Court Referee*  
47 Pine St. S.  
**Timmins P4N 2J9**  
705-264-3808  
Zenith 89000

## DUFFERIN COUNTY

*Crown Attorney*  
Provincial Court Office  
75 First St.  
**Orangeville L9W 2E7**  
519-941-4471

*Sheriff/Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
51 Zina St.  
**Orangeville L9W 1E5**  
519-941-4744

*Provincial Court (Criminal & Family)*  
75 First St., 2nd Flr.  
**Orangeville L9W 2E7**  
519-941-5802

*Provincial Court (Civil Division)*  
*Orangeville Small Claims Court*  
21 First St.  
**Orangeville L9W 2C8**  
519-941-1392

*Provincial Court (Civil Division)*  
*Shelburne Small Claims Court*  
R. R. 1  
**Shelburne L0N 1S0**  
519-925-5040

## JUDICIAL DISTRICT OF DURHAM

*Provincial Court (Criminal)*  
242 King St. E.  
**Oshawa L1H 3Z8**  
416-723-5251  
Zenith 81930

*Provincial Court (Family)*  
44 Bond St. W.  
P.O. Box 2216  
**Oshawa L1G 6R2**  
416-728-1623/4  
Zenith 20650

*Provincial Court (Civil Division)*  
*Oshawa Small Claims Court*  
Box 474, Station A  
King & Park Plaza  
14 1/2 King St. E.  
**Oshawa L1H 2L5**  
416-723-9332  
Zenith 89000

*Provincial Court (Civil Division)*  
*Uxbridge Small Claims Court*  
8 Brock St. W., P. O. Box 340  
**Uxbridge L0C 1K0**  
416-852-7113  
Zenith 89000

*Crown Attorney*  
Court House  
P. O. Box 448  
605 Rossland Rd. E.  
**Whitby L1N 5S4**  
416-668-8873  
Zenith 61130

*Sheriff*  
Court House  
P. O. Box 446  
605 Rossland Rd. E.  
**Whitby L1N 5S4**  
416-668-6808  
Zenith 30490

*Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
Court House  
P. O. Box 447  
605 Rossland Rd. E.  
**Whitby L1N 5S4**  
416-668-8845  
Zenith 71040

*Provincial Court (Civil Division)*  
*Whitby Small Claims Court*  
306 Dundas St. W., 2nd Flr  
P. O. Box 554  
**Whitby L1N 5S4**  
416-668-3624  
Zenith 89000

## ELGIN COUNTY

*Crown Attorney*  
P. O. Box 307  
4-8 Wellington St.  
**St. Thomas N5P 3T9**  
519-631-1506  
Zenith 61130

*Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
Court House, P. O. Box 310  
**St. Thomas N5P 3T9**  
519-633-1720  
Zenith 71040



*Sheriff*  
Court House, P. O. Box 310  
**St. Thomas N5P 3T9**  
519-631-3530  
Zenith 71040

*Provincial Court (Criminal)*  
P. O. Box 267  
**St. Thomas N5P 3T9**  
519-633-1230  
Zenith 81930

*Provincial Court (Family)*  
P. O. Box 327  
**St. Thomas N5P 3T9**  
519-633-2160/69  
Zenith 20650

*Provincial Court (Civil Division)*  
*St. Thomas Small Claims Court*  
2 Wellington St.  
**St. Thomas N5R 2P2**  
519-631-1241  
Zenith 89000

## ESSEX COUNTY

*Provincial Court (Civil Division)*  
*Amherstburg Small Claims Court*  
1389 Front Road S.  
**Amherstburg N9V 2M5**  
519-736-2667

*Provincial Court (Civil Division)*  
*Kingsville Small Claims Court*  
17 Division St. S., P. O. Box 40  
**Kingsville N9Y 2E8**  
519-733-2633  
Zenith 89000

*Crown Attorney*  
Ste. 610, West Court Place  
251 Goyeau St.  
**Windsor N9A 6V2**  
519-253-1104  
Zenith 61130

*Sheriff*  
County Court House  
245 Windsor Ave.  
**Windsor N9A 1J2**  
519-252-7209  
Zenith 30490

*Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
Court House  
245 Windsor Ave.  
**Windsor N9A 1J2**  
519-973-6620  
519-973-6626 Surrogate Registrar  
Zenith 71040

*Provincial Court (Criminal)*  
P. O. Box 607  
**Windsor N9A 6N4**  
519-254-2591  
Zenith 81930

*Provincial Court (Family)*  
250 Windsor Ave., 4th Flr.  
**Windsor N9A 6R5**  
519-254-2871  
Zenith 20650

*Provincial Court (Civil Division)*  
*Windsor Small Claims Court*  
744 Ouellette Ave.  
**Windsor N9A 1C3**  
519-258-8751

*Masters' Office*  
*Supreme Court of Ontario*  
245 Windsor Ave., Rm. 114  
**Windsor N9A 1J2**  
519-973-6628

## FRONTENAC COUNTY

*Crown Attorney*  
County Court House, 2nd Flr.  
**Kingston K7L 2N4**  
613-548-6220  
Zenith 61130

*Sheriff*

Court House  
**Kingston K7L 2N4**  
613-548-6820  
Zenith 30490

*Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
Court House  
**Kingston K7L 2N4**  
613-548-6811  
Zenith 71040

*Provincial Court (Criminal)*  
P. O. Box 400  
279 Wellington St.  
**Kingston K7L 4W2**  
613-548-6200  
Zenith 81930

*Provincial Court (Family)*  
P. O. Box 981  
469 Montreal St.  
**Kingston K7L 4X8**  
613-548-6789  
Zenith 20650

*Provincial Court (Civil Division)*  
*Kingston Small Claims Court*  
County Court House  
**Kingston K7L 2N4**  
613-547-2231  
Zenith 89000

*Provincial Court (Civil Division)*  
*Sharbot Lake Small Claims Court*  
General Delivery  
**Sharbot Lake K0H 2P0**  
613-279-2537  
Zenith 89000

**GREY COUNTY**

*Provincial Court (Civil Division)*  
*Durham Small Claims Court*  
R. R. 3, Box 103  
**Durham N0G 1R0**  
519-369-3505  
Zenith 89000

*Provincial Court (Civil Division)*  
*Meaford Small Claims Court*  
Box 742  
**Meaford N0H 1Y0**  
519-538-3618

*Crown Attorney*  
Court House  
595 9th Ave. E.  
**Owen Sound N4K 3E3**  
519-376-3199  
Zenith 61130

*Sheriff*  
Court House  
595 9th Ave. E.  
**Owen Sound N4K 3E3**  
519-376-7535  
Zenith 30490

*Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
Court House  
595 9th Ave. E.  
**Owen Sound N4K 3E3**  
519-376-1461  
Zenith 81930

*Provincial Court (Criminal)*  
1133 2nd Ave. E.  
P. O. Box 233  
**Owen Sound N4K 5P3**  
519-376-0185  
Zenith 81930

*Provincial Court (Family)*  
*Toms Bldg., 347 8th St. E.*  
 P. O. Box 206  
**Owen Sound N4K 2R8**  
 519-371-1313  
 Zenith 20650

*Provincial Court (Civil Division)*  
*Owen Sound Small Claims Court*  
 880 2nd Ave. E.  
**Owen Sound N4K 2H3**  
 519-376-6659

#### JUDICIAL DISTRICT OF HALDIMAND

*Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
*Sheriff*  
 Court House  
 Box 70  
**Cayuga N0A 1E0**  
 416-772-5352  
 Zenith 71040

*Provincial Court (Criminal & Family)*  
 P. O. Box 399  
**Cayuga N0A 1E0**  
 416-772-3818  
 Zenith 20650 (Family)  
 Zenith 81930 (Criminal)

*Crown Attorney*  
 Court House  
 55 Munsee St.  
**Cayuga N0A 1E0**  
 416-772-5043  
 Zenith 61130

*Provincial Court (Civil Division)*  
*Cayuga Small Claims Court*  
 Court House  
 Box 58, 55 Munsee St.  
**Cayuga N0A 1E0**  
 416-772-3403  
 Zenith 89000

#### JUDICIAL DISTRICT OF HALTON

*Provincial Court (Criminal)*  
 760 Brant St.  
**Burlington L7R 4B7**  
 416-632-8811

*Provincial Court (Civil Division)*  
*Burlington Small Claims Court*  
 548 Locust St., Box 384  
**Burlington L7R 3Y3**  
 416-632-0680

*Crown Attorney*  
 Court House  
 491 Steeles Ave. E.  
**Milton L9T 1Y7**  
 416-878-7291

*Sheriff*  
 Court House  
 491 Steeles Ave. E.  
**Milton L9T 1Y7**  
 416-878-7285

*Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
 Court House  
 491 Steeles Ave. E.  
**Milton L9T 1Y7**  
 416-878-7281

*Provincial Court (Family)*  
 Court House  
 491 Steeles Ave. E.  
**Milton L9T 1Y7**  
 416-878-7268

*Provincial Court (Criminal)*  
 491 Steeles Ave. E.  
**Milton L9T 1Y7**  
 416-878-4165



*Provincial Court (Civil Division)*  
*Milton Small Claims Court*  
Court House  
491 Steeles Ave. E.  
**Milton L9T 1Y7**  
416-878-6771

*Provincial Court (Criminal)*  
P. O. Box 97  
**Oakville L6J 4Z5**  
416-845-6601

*Provincial Court (Civil Division)*  
*Oakville Small Claims Court*  
297 Lakeshore Rd. E., Ste. 4  
**Oakville L6J 1J3**  
416-845-7941

**JUDICIAL DISTRICT OF  
HAMILTON-WENTWORTH**

*Crown Attorney*  
Court House  
50 Main St. E.  
**Hamilton L8N 1E9**  
416-528-8774

*Sheriff*  
Court House  
50 Main St. E.  
**Hamilton L8N 1E9**  
416-522-1318

*Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
Court House  
50 Main St. E.  
**Hamilton L8N 1E9**  
416-528-6708

*Provincial Court (Criminal)*  
125 Main St. E.  
**Hamilton L8N 1G4**  
416-525-1840

*County & District Courts*  
*Unified Family Courts*  
100 James St. S.  
**Hamilton L8P 2Z3**  
416-525-1550/51/52/59

*Provincial Court (Civil Division)*  
*Hamilton Small Claims Court*  
P. O. Box 680  
140 Hunter St. E.  
**Hamilton L8N 1M6**  
416-522-9063

**HASTINGS COUNTY**

*Provincial Court (Civil Division)*  
*Bancroft Small Claims Court*  
90 Bridge St. E., Box 36  
**Bancroft K0L 1C0**  
613-332-4613

*Crown Attorney*  
235 Pinnacle St.  
**Belleville L8N 3A0**  
613-962-0772  
Zenith 61130

*Sheriff/Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
235 Pinnacle St.  
**Belleville K8N 3A9**  
613-962-9106  
Zenith 71040

*Provincial Court (Criminal)*  
15 Victoria Ave., 1st Flr.  
**Belleville K8N 1Z5**  
613-962-3468  
Zenith 81930

*Provincial Court (Family)*  
Century Place, Ste. 402  
P. O. Box 906  
**Belleville K8N 5B6**  
613-968-6759  
Zenith 20650

*Provincial Court (Civil Division)*  
*Belleville Small Claims Court*  
 123 Front St.  
**Belleville K8N 2Y6**  
 613-962-2300

*Provincial Court (Civil Division)*  
*Marmora Small Claims Court*  
 108 Forsyth St.  
**Marmora K0K 2M0**  
 613-472-2501  
 Zenith 89000

*Provincial Court (Civil Division)*  
*Trenton Small Claims Court*  
 80 Division St.  
**Trenton K8V 5S5**  
 613-392-1655  
 Zenith 89000

## HURON COUNTY

*Crown Attorney*  
 Court House  
 1 Court House Sq.  
**Goderich N7A 1M2**  
 519-524-9272  
 Zenith 61130

*Sheriff/Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
 Court House  
 1 Court House Sq.  
**Goderich N7A 1M2**  
 519-524-7322  
 Zenith 71040

*Provincial Court (Criminal)*  
 Court House  
 1 Court House Sq.  
**Goderich N7A 1M2**  
 519-524-9342  
 Zenith 81930

*Provincial Court (Family)*  
 Court House  
 1 Court House Sq.  
**Goderich N7A 1M2**  
 519-524-2990  
 Zenith 20650

*Provincial Court (Civil Division)*  
*Goderich Small Claims Courts*  
 61 Hamilton St., Box 512  
**Goderich N7A 1R1**  
 519-524-7112  
 Zenith 89000

## KENORA DISTRICT

*Provincial Court (Criminal & Family)*  
 479 Government St.  
 P. O. Box 3000  
**Dryden P8N 3B3**  
 807-223-2348/49

*Crown Attorney*  
 479 Government St.  
 P. O. Box 3000  
**Dryden P8N 3B3**  
 807-223-3351

*Provincial Court (Civil Division)*  
*Dryden Small Claims Court*  
 Ontario Government Bldg., Rm. 127  
 Box 636, Hwy. 17  
**Dryden P8N 2Z3**  
 807-223-2613  
 Zenith 89000

*Crown Attorney*  
 Court House  
 Water St.  
**Kenora P9N 1S4**  
 807-468-8292  
 Zenith 61130

*Sheriff/Local Registrar-Supreme Court  
District Court Registrar  
Surrogate Registrar  
Court House  
Kenora P9N 1S4  
807-468-6270  
Zenith 71040*

*Provincial Court (Criminal)  
Court House  
Kenora P9N 1S4  
807-468-6132  
Zenith 81930*

*Provincial Court (Family)  
Court House  
216 Water St.  
Kenora P9N 1S4  
807-468-3353/4  
Zenith 20650*

*Provincial Court (Civil Division)  
Kenora Small Claims Court  
Court House  
Kenora P9N 1S4  
807-468-6270  
For toll-free number see  
blue pages of telephone directory*

*Provincial Court (Civil Division)  
Red Lake Small Claims Court  
Box 226  
Red Lake P0V 2M0  
807-727-2767  
Zenith 89000*

## **KENT COUNTY**

*Crown Attorney  
Court House  
21 Seventh St., 4th Flr.  
Chatham N7M 4K1  
519-352-2141  
Zenith 61130*

*Sheriff  
Court House  
21 Seventh St., 3rd Flr.  
Chatham N7M 4K1  
519-352-7740  
Zenith 30490*

*Local Registrar-Supreme Court  
District Court Registrar  
Surrogate Registrar  
Court House  
21 Seventh St., 3rd Flr.  
Chatham N7M 4K1  
519-354-4450  
Zenith 71040*

*Provincial Court (Criminal)  
21 Seventh St.  
Chatham N7M 4K1  
519-352-9070  
Zenith 81930*

*Provincial Court (Family)  
467 St. Clair St., Box 38  
Chatham N7M 5K1  
519-354-3400  
Zenith 20650*

*Provincial Court (Civil Division)  
Chatham Small Claims Court  
21 Seventh St., Box 205  
Chatham N7M 5K3  
519-354-0210  
Zenith 89000*

*Provincial Court (Civil Division)  
Wallaceburg Small Claims Court  
437 James St.  
Wallaceburg N8A 2N8  
519-627-1174*



# LAMBTON COUNTY

## *Provincial Court (Civil Division)*

### *Forest Small Claims Court*

1 James St., Box 327

**Forest N0N 1J0**

519-786-5329

Zenith 89000

## *Crown Attorney*

### Court House

700 Christina St. N.

P. O. Box 2587

**Sarnia N7T 7V8**

519-337-7596

Zenith 71040

## *Local Registrar-Supreme Court*

### *District Court Registrar*

#### *Surrogate Registrar*

### Court House

700 Christina St. N.

P. O. Box 2567

**Sarnia N7T 7V8**

519-337-3265

Zenith 71040

## *Sheriff*

### Court House

700 Christina St. N.

P. O. Box 2587

**Sarnia N7T 7N5**

519-337-3265

Zenith 71040

## *Provincial Court (Criminal)*

700 Christina St. N.

P. O. Box 2017

**Sarnia N7T 7L1**

519-336-8830

Zenith 81930

## *Provincial Court (Family)*

700 Christina St. N.

P. O. Box 2628

**Sarnia N7T 7V8**

519-337-2346

Zenith 20650

## *Provincial Court (Civil Division)*

### *Sarnia Small Claims Court*

180 Christina St. N.

**Sarnia N7T 5T9**

519-337-6651

# LANARK COUNTY

## *Provincial Court (Civil Division)*

### *Carleton Place Small Claims Court*

205 Mailey Dr.

**Carleton Place K7C 3V3**

613-267-5124

Zenith 89000

## *Crown Attorney*

### Court House

43 Drummond St. E.

**Perth K7H 1G1**

613-267-1900

Zenith 61130

## *Sheriff/Local Registrar-Supreme Court*

### *District Court Registrar*

#### *Surrogate Registrar*

### Court House

43 Drummond St. E.

**Perth K7H 1G1**

613-267-2021

Zenith 71040

## *Provincial Court (Civil Division)*

### *Perth Small Claims Court*

### Court House

Box 51, 43 Drummond St.

**Perth K7H 1G1**

613-267-2021

## *Provincial Court (Criminal & Family)*

39 Chamber St.

P. O. Box 31

**Smiths Falls K7A 4S9**

613-283-1906/7

Zenith 81930

*Provincial Court (Civil Division)*  
*Smiths Falls Small Claims Court*  
R. R. 5  
**Smiths Falls K7A 4P6**  
613-283-4193

**UNITED COUNTIES OF LEEDS &  
GRENVILLE**

*Crown Attorney*  
County Court House  
Court House Ave.  
**Brockville K6V 5V5**  
613-342-2034  
Zenith 61130

*Sheriff*  
County Court House  
P. O. Box 8  
**Brockville K6V 5T7**  
613-345-5895  
Zenith 30490

*Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
County Court House  
**Brockville K6V 5T7**  
613-342-2288  
Zenith 71040

*Provincial Court (Criminal & Family)*  
75 Water St. W.  
P. O. Box 1360  
**Brockville K6V 5Y6**  
613-342-5003  
Zenith 81930

*Provincial Court (Civil Division)*  
*Brockville Small Claims Court*  
27 King St. E.  
**Brockville K6V 1A7**  
613-342-2833  
Zenith 89000

*Provincial Court (Criminal Division)*  
100 Garden St.  
Box 213  
**Gananoque K7G 1H9**  
613-382-4606

*Provincial Court (Criminal Division)*  
360 Dibble St.  
**Prescott K0E 1T0**  
613-925-4873

*Provincial Court (Civil Division)*  
*Prescott Small Claims Court*  
146 King St. W., Box 1270  
**Prescott K0E 1T0**  
613-925-4633  
Zenith 89000

**COUNTY OF LENNOX & ADDINGTON**

*Provincial Court (Civil Division)*  
*Kaladar Small Claims Court*  
Box 51  
**Kaladar K0H 1Z0**  
613-336-8952

*Crown Attorney*  
County Memorial Bldg.  
41 Dundas St. W.  
P. O. Box 158  
**Napanee K7R 1Z5**  
613-354-2144  
Zenith 61130

*Sheriff/Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
97 Thomas St. E.  
**Napanee K7R 1L1**  
613-354-3845  
Zenith 71040

*Provincial Court (Criminal & Family)*  
P. O. Box 386  
41 Dundas St. W.  
**Napanee K7R 3P5**  
613-354-5450/3850  
Zenith 81930

*Provincial Court (Civil Division)*  
*Napaneee Small Claims Court*  
 35 Dundas St. E., Box 51  
**Napaneee K7R 3H8**  
 613-354-5243  
 Zenith 89000

## MANITOULIN DISTRICT

*Sheriff/Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
 Court House, P. O. Box 265  
**Gore Bay P0P 1H0**  
 705-282-2461  
 Zenith 81930 (Sheriff)  
 Zenith 71040 (Supreme, County,  
 Surrogate courts)

*Provincial Court (Criminal & Family)*  
 District Court House  
 P. O. Box 314  
**Gore Bay P0P 1H0**  
 705-282-2531  
 Zenith 81930

*Provincial Court (Civil Division)*  
*Gore Bay Small Claims Court*  
 Court House  
**Gore Bay P0P 1H0**  
 705-282-2461  
 Zenith 89000

*Provincial Court (Civil Division)*  
*Little Current Small Claims Court*  
 Box 363  
**Little Current P0P 1K0**  
 705-368-2277  
 Zenith 89000

*Crown Attorney*  
 Court House  
**Sudbury P3C 1T9**  
 705-675-4155, Ext. 206  
 For toll-free number see  
 blue pages of telephone directory

## MIDDLESEX COUNTY

*Crown Attorney*  
 Court House  
 80 Dundas St.  
 P. O. Box 5600, Terminal A  
**London N6A 2P3**  
 519-679-7130  
 Zenith 61130

*Sheriff*  
 Court House  
 80 Dundas St. E.  
 P. O. Box 5600, Terminal A  
**London N6A 2P3**  
 519-679-7140  
 Zenith 71040

*Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
 Court House  
 80 Dundas St. E.  
 P. O. Box 5600, Terminal A  
**London N6A 2P3**  
 519-679-7161  
 Zenith 71040

*Provincial Court (Criminal)*  
 Court House  
 80 Dundas St. E.  
 P. O. Box 5600, Terminal A  
**London N6A 2P3**  
 519-679-7068  
 Zenith 81930

*Provincial Court (Family)*  
 P. O. Box 5600, Terminal A  
**London N6A 2P3**  
 519-679-7090  
 Zenith 20650

*Provincial Court (Civil Division)*  
*London Small Claims Court*  
 Court House  
 80 Dundas St. E.  
 P. O. Box 5600, Terminal A  
**London N6A 2P3**  
 519-679-7017



*The Referee*  
*London Small Claims Court*  
Court House  
**London N6A 2P3**  
519-433-4684

*Masters' Office Supreme Court*  
Court House  
80 Dundas St. E.  
P. O. Box 5600, Terminal A  
**London N6A 2P3**  
519-679-7083

*Provincial Court (Civil Division)*  
*Strathroy Small Claims Court*  
52 Frank St.  
**Strathroy N7G 2R4**  
519-245-1477  
Zenith 89000

## MUSKOKA DISTRICT

*Crown Attorney*  
Court House  
P. O. Box 487  
**Bracebridge P0B 1C0**  
705-645-2411  
Zenith 61130

*Sheriff/Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
Court House  
3 Dominion St. N., P. O. Box 1080  
**Bracebridge P0B 1C0**  
705-645-8793  
Zenith 71040

*Provincial Court (Criminal)*  
P. O. Box 1110  
**Bracebridge P0B 1C0**  
705-645-2269  
Zenith 81930

*Provincial Court (Family)*  
P. O. Box 159  
**Bracebridge P0B 1C0**  
705-645-2831  
Zenith 20650

*Provincial Court (Civil Division)*  
*Bracebridge Small Claims Court*  
Box 1821  
**Bracebridge P0B 1C0**  
705-645-2682  
Zenith 89000

*Provincial Court (Civil Division)*  
*Huntsville Small Claims Court*  
P. O. Box 2592, 578 Brunel Rd.  
**Huntsville P0A 1K0**  
705-789-5630

## JUDICIAL DISTRICT OF NIAGARA NORTH

*Provincial Court (Civil Division)*  
*Grimsby Small Claims Court*  
31 Baker Rd. N., P. O. Box 293  
**Grimsby L3M 2W9**  
416-945-2756  
Zenith 89000

*Crown Attorney*  
P. O. Box 788  
**St. Catharines L2R 6Y3**  
416-685-4293  
Zenith 61130

*Sheriff*  
Court House  
59 Church St., P. O. Box 277  
**St. Catharines L2R 6T7**  
416-685-7341  
Zenith 30490

*Local Registrar-Supreme Court  
District Court Registrar  
Surrogate Registrar*  
59 Church St., P.O. Box 727  
**St. Catharines L2R 6Y3**  
416-685-4284  
Zenith 71040

*Provincial Court (Criminal)*  
59 Church St., 2nd Flr.  
P. O. Box 1537  
**St. Catharines L2R 7J9**  
416-685-4856  
Zenith 81930

*Provincial Court (Family)*  
59 Church St., 4th Flr.  
P. O. Box 536  
**St. Catharines L2R 6V9**  
416-685-7142  
Zenith 20650

*Provincial Court (Civil Division)*  
*St. Catharines Small Claims Court*  
59 Church St., 2nd Flr.  
P. O. Box 574  
**St. Catharines L2R 6W8**  
416-682-1560

## JUDICIAL DISTRICT OF NIAGARA SOUTH

*Provincial Court (Criminal)*  
P. O. Box 627  
**Niagara Falls L2E 6J5**  
416-354-2789  
Zenith 81930

*Provincial Court (Civil Division)*  
*Niagara Falls Small Claims Court*  
4691 Ontario Ave.  
**Niagara Falls L2G 3R1**  
416-356-3404  
Zenith 89000

*Crown Attorney*  
190 Division St.  
**Welland L3B 4A2**  
416-732-1328  
Zenith 61130

*Sheriff*  
Court House  
102 East Main St.  
**Welland L3B 3W6**  
416-734-6284  
Zenith 30490

*Local Registrar-Supreme Court  
District Court Registrar  
Surrogate Registrar*  
Court House  
102 East Main St.  
**Welland L3B 3W6**  
416-735-0010  
Zenith 71040

*Provincial Court (Criminal)*  
40 Division St.  
**Welland L3B 3Z6**  
416-732-2493  
Zenith 81930

*Provincial Court (Family)*  
3 Cross St.  
P. O. Box 383  
**Welland L3B 5P7**  
416-734-7451  
Zenith 20650

*Provincial Court (Civil Division)*  
*Welland Small Claims Court*  
Court House  
102 Main St. E., Box 612  
**Welland L3B 5R4**  
416-734-7417  
Zenith 89000

## NIPISSING DISTRICT

*Crown Attorney*  
Court House  
621 Main St. W., 2nd Flr.  
**North Bay P1B 2V6**  
705-472-9230  
Zenith 61130

*Sheriff/Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
Court House  
**North Bay P1B 4G1**  
705-472-7911  
For toll-free number see  
blue pages of telephone directory

*Provincial Court (Criminal)*  
621 Main St. W.  
**North Bay P1B 2V6**  
705-472-8120  
Zenith 81930

*Provincial Court (Family)*  
147 McIntyre St. W.  
**North Bay P1B 2Y5**  
705-472-2680  
Zenith 20650

*Provincial Court (Civil Division)*  
*North Bay Small Claims Court*  
390 Plouffe St.  
**North Bay P1B 4G1**  
705-472-5860  
Zenith 89000

*Provincial Court (Civil Division)*  
*Sturgeon Falls Small Claims Court*  
Box 416  
**Sturgeon Falls P0H 2G0**  
705-753-1090

## JUDICIAL DISTRICT OF NORFOLK

*Crown Attorney*  
Justice Bldg., Box 605  
No. 3 Highway W.  
**Simcoe N3Y 4N4**  
519-426-5920

*Sheriff/Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
Court House  
P. O. Box 308  
**Simcoe N3Y 4L2**  
519-426-6550

*Provincial Court (Criminal)*  
P. O. Box 605  
**Simcoe N3Y 4N4**  
519-426-8330

*Provincial Court (Family)*  
P. O. Box 605  
**Simcoe N3Y 4N4**  
519-426-8450

*Provincial Court (Civil Division)*  
*Simcoe Small Claims Court*  
Court House, Box 605  
**Simcoe N3Y 4N4**  
519-426-3447  
Zenith 89000

## NORTHUMBERLAND COUNTY

*Provincial Court (Civil Division)*  
*Brighton Small Claims Court*  
76 Yonge St., Box 97  
**Brighton K0K 1H0**  
613-475-0961  
Zenith 89000

*Crown Attorney*  
Court House  
55 King St. W.  
**Cobourg K9A 2M2**  
416-372-8784  
Zenith 61130



*Sheriff*  
Court House  
P. O. Box 517  
860 William St.  
**Cobourg K9A 4K8**  
416-372-7812  
Zenith 71040

*Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
P. O. Box 360  
**Cobourg K9A 4K8**  
416-372-3751  
Zenith 71040

*Provincial Court (Criminal)*  
1011 William St., Box 910  
**Cobourg K9A 4W4**  
416-372-0193/4  
Zenith 81930

*Provincial Court (Family)*  
Court House  
55 King St. W.  
P. O. Box 996  
**Cobourg K9A 2M2**  
416-372-0126  
Zenith 20650

*Provincial Court (Civil Division)*  
*Cobourg Small Claims Court*  
428 King St. E.,  
**Cobourg K9A 1M6**  
416-372-7153  
Zenith 89000

*Provincial Court (Civil Division)*  
*Port Hope Small Claims Court*  
3 Jane St., Box 216  
**Port Hope L1A 2E4**  
416-885-8695

**JUDICIAL DISTRICT,  
OTTAWA-CARLETON**

*Crown Attorney*  
Court House  
161 Elgin St., 3rd Flr.  
**Ottawa K2P 2K1**  
613-239-1200

*Sheriff*  
Court House  
161 Elgin St.  
**Ottawa K2P 2K1**  
613-239-1050

*Master and Taxing Officer*  
*Supreme Court of Ontario*  
16 Elgin St.  
**Ottawa K2P 2K1**  
613-239-1320

*Local Registrar-Supreme Court*  
*District Court Clerk*  
*Surrogate Registrar*  
Court House  
161 Elgin St.  
**Ottawa K2P 2K1**  
613-239-1022

*Provincial Court (Criminal)*  
Court House  
161 Elgin St.  
**Ottawa K2P 2K1**  
613-239-1150

*Provincial Court (Family)*  
Court House  
161 Elgin St.  
**Ottawa K2P 2K1**  
613-239-1099

*Provincial Court (Civil Division)*  
*Ottawa Small Claims Court*  
*Small Claims Court Referee*  
161 Elgin St.  
**Ottawa K2P 2K1**  
613-239-1079

*Witness/Victim Assistance Unit*

161 Elgin St.  
**Ottawa K2P 2K1**  
613-239-1229

*Court Interpretation Services*

161 Elgin St.  
**Ottawa K2P 2K1**  
613-239-1015

**OXFORD COUNTY**

*Crown Attorney*

Court House  
Hunter St.  
**Woodstock N4S 4G6**  
519-537-2611  
Zenith 61130

*Sheriff/Local Registrar-Supreme Court*

*District Court Registrar*

*Surrogate Registrar*

Court House  
P. O. Box 70  
**Woodstock N4S 4G6**  
519-539-6187  
Zenith 71040

*Provincial Court (Criminal)*

Court House  
Hunter St.  
**Woodstock N4S 4G6**  
519-537-2369  
Zenith 81930

*Provincial Court (Family)*

Court House  
Hunter St.  
**Woodstock N4S 4G6**  
519-537-2377  
Zenith 20650

*Provincial Court (Civil Division)*

*Woodstock Small Claims Court*  
461 Dundas St.  
**Woodstock N4S 1C2**  
519-537-8511  
Zenith 89000

**PARRY SOUND DISTRICT**

*Crown Attorney*

Court House  
89 James St.  
**Parry Sound P2A 1T7**  
705-746-2331  
Zenith 61130

*Sheriff*

Court House  
**Parry Sound P2A 1T7**  
705-746-2421  
Zenith 30490

*Local Registrar-Supreme Court*

*District Court Registrar*

*Surrogate Registrar*

P. O. Box 99, 89 James St.

**Parry Sound P2A 1T7**

705-746-5864

Zenith 71040

*Provincial Court (Criminal & Family)*

89 James St., Main Flr.

P. O. Box 455

**Parry Sound P2A 1T7**

705-746-4237/72

Zenith 81930

*Provincial Court (Civil Division)*

*Parry Sound Small Claims Court*

89 James St.

**Parry Sound P2A 1T7**

705-746-5464

Zenith 89000

*Provincial Court (Civil Division)*

*South River Small Claims Court*

3 Marie St., 1st Flr.

Box 239

**South River P0A 1X0**

705-386-2560

## JUDICIAL DISTRICT OF PEEL

*Crown Attorney*  
Court House  
7765 Hurontario St.  
P. O. Box 548  
**Brampton L6V 2L7**  
416-457-5160  
Zenith 61130

*Sheriff*  
P. O. Box 548  
**Brampton L6V 2L7**  
416-457-5400  
Zenith 71040

*Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
P. O. Box 8000  
**Brampton L6V 2M7**  
416-457-5040  
Zenith 71040

*Provincial Court (Criminal)*  
141 Clarence St.  
**Brampton L6V 3E6**  
416-451-7551  
Zenith 81930

*Provincial Court (Family)*  
P. O. Box 220  
**Brampton L6V 2L1**  
416-457-5020  
Zenith 20650

*Provincial Court (Civil Division)*  
*Brampton Small Claims Court*  
Court House  
7765 Hurontario St.  
**Brampton L6V 2M7**  
416-451-0121  
Zenith 89000

*Provincial Court (Civil Division)*  
*Mississauga Small Claims Court*  
470 Hensall Circle  
**Mississauga L5A 3V5**  
416-277-1583

*Provincial Court (Criminal)*  
424 Hensall Circle  
**Mississauga L5A 1X8**  
416-270-0612

## PERTH COUNTY

*Provincial Court (Civil Division)*  
*Listowel Small Claims Court*  
595 Inkerman St. E.  
**Listowel N4W 2N8**  
519-291-1423  
Zenith 89000

*Crown Attorney*  
Court House  
1 Huron St.  
**Stratford N5A 6J6**  
519-271-4020  
Zenith 61130

*Sheriff/Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
Court House  
P. O. Box 726  
1 Huron St.  
**Stratford N5A 5S4**  
519-271-2572  
Zenith 71040

*Provincial Court (Criminal & Family)*  
Admin. of Justice Bldg.  
17 George St. W.  
**Stratford N5A 2V4**  
519-271-9252  
Zenith 81930

*Provincial Court (Civil Division)*  
*Stratford Small Claims Court*  
Court House  
1 Huron St.  
**Stratford N5A 5S4**  
519-271-4940  
Zenith 89000



**PETERBOROUGH COUNTY**

*Crown Attorney*

70 Simcoe St.

**Peterborough K9H 7G9**

705-876-1022

Zenith 71040

*Sheriff/Local Registrar-Supreme Court*

*District Court Registrar*

*Surrogate Registrar*

Court House

**Peterborough K9H 3M3**

705-745-0583

Zenith 71040

*Provincial Court (Criminal)*

70 Simcoe St.

**Peterborough K9H 7G9**

705-876-1045

Zenith 71040

*Provincial Court (Family)*

70 Simcoe St.

**Peterborough K9H 7G9**

705-876-1940

Zenith 71040

*Provincial Court (Civil Division)*

*Peterborough Small Claims Court*

Court House

**Peterborough K9H 3M3**

705-745-0583

Zenith 71040

**UNITED COUNTIES OF PRESCOTT  
AND RUSSELL**

*Provincial Court (Civil Division)*

*Hawkesbury Small Claims Court*

464 Laurier St., Rm. 35

**Hawkesbury K6A 2A6**

613-632-4282

Zenith 89000

*Crown Attorney*

Court House, P. O. Box 299

**L'Orignal K0B 1K0**

613-675-4460

Zenith 61130

*Sheriff/Local Registrar-Supreme Court*

*District Court Registrar*

*Surrogate Registrar*

Court House

Queen St.

**L'Orignal K0B 1K0**

613-675-4567

Zenith 71040

*Provincial Court (Criminal & Family)*

Court House

**L'Orignal K0B 1K0**

613-675-4695/4625

Zenith 20650 (Family)

Zenith 81930 (Criminal)

*Provincial Court (Civil Division)*

*Rockland Small Claims Court*

2560 Lalonde St., Box 250

**Rockland K0A 3A0**

613-446-4781

Zenith 89000

**PRINCE EDWARD COUNTY**

*Crown Attorney*

P. O. Box 720

**Picton K0K 2T0**

613-476-6267

*Sheriff/Local Registrar-Supreme Court*

*District Court Registrar*

*Surrogate Registrar*

Court House

44 Union St.

**Picton K0K 2T0**

613-476-6236

*Provincial Court (Criminal)*

P. O. Box 640

**Picton K0K 2T0**

613-476-2606

*Provincial Court (Family)*

P. O. Box 640  
**Picton K0K 2T0**  
613-476-2606

*Provincial Court (Civil Division)*

*Picton Small Claims Court*  
9 Queen St.  
**Picton K0K 2T0**  
613-476-2390

**RAINY RIVER DISTRICT**
*Crown Attorney*

Court House  
P. O. Box 338  
333 Church St.  
**Fort Frances P9A 3M7**  
807-274-9825  
Zenith 61130

*Sheriff/Local Registrar-Supreme Court*

*District Court Registrar*  
*Surrogate Registrar*  
Court House  
333 Church St., P. O. Box 8  
**Fort Frances P9A 3M5**  
807-274-5961  
Zenith 71040

*Provincial Court (Criminal & Family)*

P. O. Box 336  
**Fort Frances P9A 3M7**  
807-274-9832/3  
Zenith 81930

*Provincial Court (Civil Division)*

*Fort Frances Small Claims Court*  
Court House,  
333 Church St., Box 8  
**Fort Frances P9A 3M5**  
807-274-5961  
Zenith 71040

**RENFREW COUNTY**
*Crown Attorney*

77 Mary St., Ste. 200  
**Pembroke K8A 5V4**  
613-732-2261  
Toll-free: 1-800-267-0194

*Sheriff/Local Registrar-Supreme Court*

*District Court Registrar*  
*Surrogate Registrar*  
Court House  
P. O. Box 1238  
297 Pembroke St. E.  
**Pembroke K8A 6Y6**  
613-732-2541  
Zenith 30490 (Sheriff)  
613-732-8581  
Zenith 71040 (Supreme, County,  
Surrogate courts)

*Provincial Court (Criminal & Family)*

415-417 Pembroke St. W.  
P. O. Box 218  
**Pembroke K8A 6X3**  
613-735-0697 (Family)  
613-735-6886 (Criminal)  
Zenith 20650 (Family)  
Zenith 81930 (Criminal)

*Provincial Court (Civil Division)*

*Pembroke Small Claims Court*  
Court House  
297 Pembroke St. E.  
**Pembroke K8A 3K2**  
613-732-2541  
Zenith 89000

*Provincial Court (Civil Division)*

*Renfrew Small Claims Court*  
259 Raglan St.  
P. O. Box 386  
**Renfrew K7V 1R3**  
613-432-3193  
Zenith 89000

## SIMCOE COUNTY

### *Crown Attorney*

Court House

114 Worsley St.

**Barrie L4M 1M1**

705-728-1221, Ext. 57

Toll-free:1-800-461-9606

### *Sheriff*

Court House

114 Worsley St.

**Barrie L4M 1M1**

705-728-1221

Toll-free:1-800-461-9606

### *Local Registrar-Supreme Court*

*District Court Registrar*

*Surrogate Registrar*

Court House

**Barrie L4M 1M1**

705-728-1221, Ext. 20

Toll-free:1-800-461-9606

### *Provincial Court (Criminal)*

Court House

30 Poyntz St., P. O. Box 284

**Barrie L4M 1M1**

705-728-1221, Ext. 46/47/48/49

Toll-free:1-800-461-9606

### *Provincial Court (Family)*

Court House

30 Poyntz St., P. O. Box 184

Court House

**Barrie L4M 4T2**

705-728-1221, Ext. 35/36/37/38

Toll-free:1-800-461-9606

### *Provincial Court (Civil Division)*

*Barrie Small Claims Court*

Court House

114 Worsley St.

**Barrie L4M 3P2**

705-728-4181

### *Provincial Court (Civil Division)*

*Collingwood Small Claims Court*

649 Hurontario St.

**Collingwood L9Y 2N6**

705-445-4240

for toll-free number see

blue pages of telephone directory

### *Provincial Court (Criminal)*

19 Front St. N.

**Orillia L3V 4R6**

705-326-2671

for toll-free number see

blue pages of telephone directory

### *Provincial Court (Civil Division)*

*Orillia Small Claims Court*

104 Borland St. E.

**Orillia L3V 6J6**

705-326-4251

for toll-free number see

blue pages of telephone directory

## UNITED COUNTIES OF STORMONT, DUNDAS & GLENGARRY

### *Provincial Court (Civil Division)*

*Alexandria Small Claims Court*

21 Harrison St., Box 1551

**Alexandria K0C 1A0**

613-525-1872

Zenith 89000

### *Crown Attorney*

County Court House

26 Pitt St.

**Cornwall K6J 3P2**

613-932-5903

Zenith 61130

### *Local Registrar-Supreme Court*

*District Court Registrar*

*Surrogate Registrar*

26 Pitt St.

**Cornwall K6J 3P2**

613-932-1652

Zenith 71040



*Sheriff*  
County Court House  
26 Pitt St.  
**Cornwall K6J 3P2**  
613-932-1652

*Provincial Court*  
*(Criminal & Family)*  
P. O. Box 56, 340 Pitt St.  
**Cornwall K6H 5R9**  
613-933-7500  
Zenith 81930

*Provincial Court (Civil Division)*  
*Cornwall Small Claims Court*  
340 Pitt St., 4th Flr.  
Box 1294  
**Cornwall K6J 5B2**  
613-932-1224  
Zenith 89000

*Provincial Court (Civil Division)*  
*Iroquois Small Claims Court*  
320 Church St., Box 70  
**Iroquois K0E 1K0**  
613-652-2173

*Provincial Court (Criminal)*  
P. O. Box 858  
**Morrisburg K0C 1X0**  
613-543-2193

*Provincial Court (Civil Division)*  
*Winchester Small Claims Court*  
461 Gladstone St.  
P. O. Box 13  
**Winchester K0C 2K0**  
613-774-3374

## SUDBURY DISTRICT

*Provincial Court (Civil Division)*  
*Chapleau Small Claims Court*  
Town Hall  
21 Yonge St., Box 584  
**Chapleau P0M 1K0**  
705-864-0712  
Zenith 89000

*Provincial Court (Criminal)*  
Town Hall  
21 Yonge St., Box 584  
**Chapleau P0M 1K0**  
705-864-0712

*Provincial Court (Criminal & Family)*  
100 Tudhope St., 2nd Flr.  
**Espanola P0P 1C0**  
705-869-4334  
Zenith 81930

*Provincial Court (Civil Division)*  
*Espanola Small Claims Court*  
100 Tudhope St., 2nd Flr.  
Box 126, Town Hall  
**Espanola P0P 1C0**  
705-869-1150  
Zenith 89000

*Crown Attorney*  
Court House  
55 Elm St. W.  
**Sudbury P3C 1T9**  
705-671-5900  
for toll-free number see  
blue pages of telephone directory

*Sheriff*  
Court House  
**Sudbury P3C 1T9**  
705-671-5923  
Zenith 30490

*Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
Court House  
**Sudbury P3C 1T9**  
705-671-5958  
Zenith 71040

*Provincial Court (Criminal)*  
Court House  
155 Elm St. W.  
**Sudbury P3C 1V1**  
705-671-5929  
Zenith 81930

*Provincial Court (Family)*

40 Larch St., 2nd Flr.

**Sudbury P3E 5M7**

705-675-4231

for toll-free number see

blue pages of telephone directory

*Provincial Court (Civil Division)*

*Sudbury Small Claims Court*

*Small Claims Court Referee*

38 Larch St.

**Sudbury P3C 5M7**

705-675-4164

Zenith 89000

**THUNDER BAY DISTRICT**

*Provincial Court (Civil Division)*

*Geraldton Small Claims Court*

624 Main St., Box 39

**Geraldton P0T 1M0**

807-854-1488

Zenith 89000

*Provincial Court (Civil Division)*

*Marathon Small Claims Court*

17 Birch St., Box 224

**Marathon P0T 2E0**

807-229-1383

Zenith 89000

*Provincial Court (Civil Division)*

*Nipigon Small Claims Court*

4 Front St., P.O. Box 309

**Nipigon P0T 2J0**

807-887-3829

Zenith 89000

*Provincial Court (Civil Division)*

*Schreiber Small Claims Court*

Box 234

**Schreiber P0T 2S0**

807-824-2495

Zenith 89000

*Crown Attorney*

Court House

277 Camelot St.

Postal Station P

**Thunder Bay P7A 4B3**

807-475-1565/66/67/68

Zenith 61130

*Sheriff*

Court House

277 Camelot St.

**Thunder Bay P7A 4B3**

807-475-1525

Zenith 30490

*Local Registrar-Supreme Court*

*District Court Registrar*

*Surrogate Registrar*

Court House

277 Camelot St.

**Thunder Bay P7A 4B3**

807-475-1575

Zenith 71040

*Provincial Court (Criminal)*

1805 Arthur St. E., 2nd Flr.

Postal Station F

**Thunder Bay P7E 5N7**

807-475-1335

Zenith 81930

*Provincial Court (Family)*

1805 Arthur St. E., 1st Flr.

Postal Station F

**Thunder Bay P7E 5N7**

807-475-1365/66/67

Zenith 20650

*Provincial Court (Civil Division)*

*Thunder Bay Small Claims Court*

*Small Claims Court*

277 Camelot St.

**Thunder Bay P7A 4B3**

807-344-5801

Zenith 89000

## TIMISKAMING DISTRICT

*Provincial Court (Civil Division)*  
*Englehart Small Claims Court*  
 16 6th Avenue  
**Englehart P0J 1H0**  
 705-544-2598  
 Zenith 89000

*Crown Attorney*  
 Court House  
 P. O. Box 369, 393 Main St.  
**Haileybury P0J 1K0**  
 705-672-3308  
 Zenith 61130

*Sheriff/Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
 Court House  
 393 Main St.  
**Haileybury P0J 1K0**  
 705-672-3321  
 Zenith 71040

*Provincial Court (Criminal)*  
 Court House  
**Haileybury P0J 1K0**  
 705-672-3395  
 Zenith 81930

*Provincial Court (Civil Division)*  
*Haileybury Small Claims Court*  
 Box 1360  
**Haileybury P0J 1K0**  
 705-672-3606

*Provincial Court (Family)*  
 P. O. Box 253  
**Kirkland Lake P2N 3H7**  
 705-567-9381  
 Zenith 20650

*Provincial Court (Civil Division)*  
*Kirkland Lake Small Claims Court*  
 36 Federal St.  
**Kirkland Lake P2N 1E6**  
 705-567-7060  
 Zenith 89000

*Provincial Court (Criminal)*  
 P. O. Box 217  
**Kirkland Lake P2N 3H7**  
 705-567-7060

## VICTORIA COUNTY (INCLUDING PROVISIONAL COUNTY OF HALIBURTON)

*Provincial Court (Civil Division)*  
*Haliburton Small Claims Court*  
 Box 209  
**Haliburton K0M 1S0**  
 705-457-1732  
 Zenith 89000

*Crown Attorney*  
 440 Kent St. W.  
 P. O. Box 4000  
**Lindsay K9V 5P2**  
 705-324-3440  
 Zenith 61130

*Sheriff/Local Registrar*  
*District Court Registrar*  
*Surrogate Registrar*  
 440 Kent St. W.  
 P.O. Box 4000  
**Lindsay K9V 5P2**  
 705-324-2542  
 Toll-free:1-800-461-0321

*Provincial Court (Criminal)*  
 440 Kent St. W., Box 4000  
**Lindsay K9V 5P2**  
 705-324-5302  
 Zenith 81930

*Provincial Court (Family)*  
 440 Kent St. W., Box 4000  
**Lindsay K9V 5P2**  
 705-324-2425  
 Zenith 20650



*Provincial Court (Civil Division)*  
*Lindsay Small Claims Court*  
59 Victoria Ave. N.  
**Lindsay K9V 4G4**  
705-324-4251  
Zenith 89000

## JUDICIAL DISTRICT OF WATERLOO

*Provincial Court (Criminal)*  
89 Main St.  
**Cambridge N1R 3K1**  
519-621-9220  
Zenith 81930

*Provincial Court (Civil Division)*  
*Cambridge Small Claims Court*  
120 Main St.  
**Cambridge (Galt) N1R 1V7**  
519-623-0170

*Crown Attorney*  
Court House  
20 Weber St. E.  
**Kitchener N2H 1C3**  
519-576-4300  
Zenith 61130

*Sheriff*  
Court House  
20 Weber St. E.  
**Kitchener N2H 1C3**  
519-742-1334  
Zenith 30490

*Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
Court House  
20 Weber St. E.  
**Kitchener N2H 1C3**  
519-745-9373  
Zenith 71040

*Provincial Court (Criminal)*  
200 Frederick St., Ste. 1000  
**Kitchener N2H 6P1**  
519-741-3300

*Provincial Court (Family)*  
Court House  
200 Frederick St.  
**Kitchener N2H 6N9**  
519-576-9110  
Zenith 20650

*Provincial Court (Civil Division)*  
*Kitchener Small Claims Court*  
50 Queen St. N., 5th Flr.  
**Kitchener N2H 6P4**  
519-745-5842

## WELLINGTON COUNTY

*Provincial Court (Civil Division)*  
Fergus Small Claims Court  
208 St. Andrew St. W.  
**Fergus N1M 1N7**  
519-843-1644

*Crown Attorney*  
Court House  
74 Woolwich St.  
**Guelph N1H 3T9**  
519-822-1031  
Zenith 61130

*Sheriff/Local Registrar-Supreme Court*  
*District Court Registrar*  
*Surrogate Registrar*  
Court House  
P. O. Box 247  
**Guelph N1H 6J9**  
519-824-4100  
Zenith 71040

*Provincial Court (Criminal)*  
36 Wyndham St. S.  
P. O. Box 1090  
**Guelph N1H 6J9**  
519-836-2501  
Zenith 81930

*Provincial Court (Family)*  
36 Wyndham St. S.  
P. O. Box 244  
**Guelph N1H 6J9**  
519-822-7961  
Zenith 20650

*Provincial Court (Civil Division)*  
*Guelph Small Claims Court*  
25 Douglas St.  
**Guelph N1H 2S7**  
519-822-0131  
Zenith 89000

*Provincial Court (Civil Division)*  
*Mount Forest Small Claims Court*  
178 Main St. N., Box 329  
**Mount Forest N0G 2L0**  
519-323-4358  
Zenith 89000

## JUDICIAL DISTRICT OF YORK

*Crown Attorney*  
1000 Finch Ave. W.  
**Downsview M3J 2V5**  
416-663-5550

*Provincial Court (Criminal)*  
1000 Finch Ave. W.  
**Downsview M3J 2V5**  
416-663-5440

*Crown Attorney*  
80 The East Mall  
**Etobicoke M8Z 5X6**  
416-252-7895

*Provincial Court (Criminal)*  
80 The East Mall  
**Etobicoke M8Z 5X6**  
416-252-7891

*Provincial Court (Family)*  
160 Silverhill Dr.  
**Etobicoke M9B 3W7**  
416-236-2553

*Provincial Court (Civil Division)*  
*Etobicoke Small Claims Court*  
*Small Claims Court Referee*  
2265 Keele St., Ste. 209  
**Etobicoke M6M 5B8**  
416-249-8251

*Crown Attorney*  
1911 Eglinton Ave. E.  
**Scarborough M1L 2L3**  
416-757-2886

*Provincial Court (Criminal)*  
1911 Eglinton Ave. E.  
**Scarborough M1K 2W5**  
416-757-3686

*Provincial Court (Family)*  
1911 Eglinton Ave. E.  
**Scarborough M1K 2W5**  
416-755-9200

*Provincial Court (Civil Division)*  
*Scarborough Small Claims Court*  
*Small Claims Court Referee*  
2130 Lawrence Ave. E., Ste. 300  
**Scarborough M1R 5B9**  
416-755-5274 Bailiff  
416-755-5228

*Registrar-Supreme Court*  
130 Queen St. W.  
Osgoode Hall  
**Toronto M5H 2H5**  
416-363-4101

*Local Registrar-Supreme Court*  
145 Queen St. W., 1st Flr.  
**Toronto M5H 2N9**  
416-965-5544

*Chief Supreme Court Reporter*  
Supreme Court of Ontario  
500 University Ave., Rm. 716  
**Toronto M5G 1V7**  
416-965-2824

*Sheriff*

Court House  
361 University Ave., Rm. 113  
**Toronto M5G 1T5**  
416-965-7261

*Surrogate Registrar*

Court House  
439 University Ave., 3rd Flr.  
**Toronto M5G 1X9**  
416-965-7314

*County Court Clerk*

Court House  
361 University Ave., Rm. 110  
**Toronto M5G 1T4**  
416-965-7351

*Coordinator and Judges Secretary*

361 University Ave., Rm. 334  
**Toronto M5G 1T3**  
416-965-7372

*Clerk of the Court*

361 University Ave., Rm. 241  
**Toronto M5G 1T5**  
416-965-7277

*County Court Reporters*

361 University Ave., Rm. 315  
**Toronto M5G 1T3**  
416-965-7369

*Crown Attorney*

18 King St. E., 2nd Flr.  
**Toronto M5C 1C5**  
416-965-4377

*Crown Attorney*

Court House  
361 University Ave., Rm. 101  
**Toronto M5G 1Y1**  
416-965-7331

*Crown Attorney*

College Park  
444 Yonge St., Rm. 221  
**Toronto M5B 2H4**  
416-965-7500

*Provincial Court (Criminal)*

Metropolitan Toronto  
60 Queen St. W.  
**Toronto M5H 2M4**  
416-965-7523

*Provincial Court (Criminal)*

2265 Keele St.  
**Toronto M6M 3Z7**  
416-235-4961

*Provincial Court (Criminal)*

College Park  
444 Yonge St., 2nd Flr.  
**Toronto M5B 2H4**  
416-965-7504

*Provincial Court (Family)*

311 Jarvis St.  
**Toronto M5B 2C4**  
416-963-0677

*The Referee*

*Small Claims Courts*  
College Park  
444 Yonge St., 2nd Flr.  
**Toronto M5B 2H4**  
416-965-5591

*Provincial Court (Civil Division)*

*Small Claims Court*  
*York Judge's Office*  
400 University Ave., 25th Flr.  
**Toronto M5G 1S8**  
416-965-3715

*Provincial Court (Civil Division)*

*Toronto Small Claims Court*  
444 Yonge St., 2nd Flr.  
**Toronto M5B 2H4**  
416-598-2842

*Crown Attorney*

Old City Hall, Rm. 114  
60 Queen St. W.  
**Toronto M5H 2M4**  
416-965-7346



*Provincial Court (Criminal)*

47 Sheppard Ave. E.  
**Willowdale M2N 5X6**  
416-226-5440

*Provincial Court (Family)*

47 Sheppard Ave. E.  
**Willowdale M2N 5N1**  
416-224-7647

*North York Driving Improvement Centre*

47 Sheppard Ave. E.  
**Willowdale M2N 5X6**  
416-226-5656

*Provincial Court (Civil Division)*

*North York Small Claims Court*  
*Small Claims Court Referee*  
47 Sheppard Ave. E., 3rd Flr.  
**Willowdale M2N 5X5**  
416-225-4846

**JUDICIAL DISTRICT OF YORK  
REGION***Crown Attorney*

Court House  
50 Eagle St. W.  
**Newmarket L3Y 6B1**  
416-895-8212  
Zenith 61130

*Sheriff*

Court House  
50 Eagle St. W.  
**Newmarket L3Y 6B1**  
416-853-4803  
Toll free:1-800-263-7468/9

*Local Registrar-Supreme Court**District Court Registrar**Surrogate Registrar*

Court House  
50 Eagle St. W.  
**Newmarket L3Y 6B1**  
416-898-5441  
Zenith 71040

*Provincial Court (Criminal)*

Court House  
50 Eagle St. W.  
**Newmarket L3Y 6B1**  
416-853-4801  
Zenith 81930

*Provincial Court (Family)*

50 Eagle St. W.  
**Newmarket L3Y 6B1**  
416-853-4811  
Zenith 20650

*Provincial Court (Civil Division)*

*Newmarket Small Claims Court*  
50 Eagle St. W., 4th Flr.  
**Newmarket L3Y 6B1**  
416-895-4291  
Zenith 89000

*Provincial Court (Civil Division)*

*Richmond Hill Small Claims Court*  
550 Major McKenzie Dr.  
R. R. 1  
**Richmond Hill L4C 4X7**  
416-884-3833  
Zenith 89000

*Provincial Court (Civil Division)*

*Sutton West Small Claims Court*  
151 High St., Box 7  
**Sutton West L0E 1R0**  
416-722-5118  
Zenith 89000

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others. Some agencies of the Ministry of the Attorney General are listed below. Contact the information or communications branch for unlisted agencies.

## ONTARIO LAW REFORM COMMISSION

ATT GEN 42

18 King St. E., 15th Flr.  
Toronto M5C 1C5  
416-965-4761

The Ontario Law Reform Commission inquires into any matter relating to law reform, the administration of justice, or judicial and quasi-judicial procedures. To carry out this function, the Commission conducts legal research, and issues reports containing recommendations for changes in the law. Commission reports, which are submitted to the Attorney General, may be obtained at the Ontario Government Bookstore, 880 Bay St., Toronto M7A 1N8, 965-2054.

## ONTARIO LEGAL AID PLAN

ATT GEN 43

Provincial Director's Office  
481 University Ave., Ste. 200  
Toronto M5G 2G1  
416-979-1446  
416-979-1321 Research Facility

The Ontario Legal Aid Plan (OLAP) is operated by the Law Society of Upper Canada for the Attorney General. The Ontario Legal Aid Act ensures that no one shall be denied the services of lawyers for lack of money. Every Ontario resident and, in certain cases, non-residents may apply for legal aid. Qualification is based on need. The local Ministry of Community and Social Services office investigates an applicant's finances and informs the Legal Aid Area Director whether the applicant pays nothing, a portion, or all costs of the legal aid. The OLAP also administers grants to clinics providing legal services to the community and contributes to the operation of student legal aid societies in six Ontario law schools. General information on OLAP is available from the main office listed above. To apply for legal aid, contact the local OLAP office listed under Legal Aid in the white pages of telephone directories.

## FAMILY LAW ACT

ATT GEN 44

The Family Law Act recognizes marriage as an equal partnership, with each partner being entitled to equitable division of family property and having equal responsibility for the support of family dependents. The Act also extends the rights and obligations of spousal support and child custody to certain couples who have cohabited in common law unions. Persons who wish to make their own arrangements and opt out of the Act's proposed scheme may enter into domestic contracts.

## CHILDREN'S LAW REFORM ACT

ATT GEN 45

The Children's Law Reform Act, expanded by a major amendment in 1982, abolishes the legal concept of illegitimacy from the law of Ontario. Interested persons are permitted to seek out declaratory judgements of parentage. The Act also contains general evidentiary rules for the establishment of paternity. The 1982 amendment deals with the guardianship

of children's estates, custody of and access to **children**, and international enforcement of custody orders.

## ROYAL COMMISSIONS, SPECIAL PURPOSE BODIES AND OTHERS

### ROYAL COMMISSIONS, SPECIAL PURPOSE BODIES AND OTHERS

ATT GEN 46

18 King St. E., 5th Flr.  
Toronto, M5C 1C5  
416-965-7503

There are several categories of Ontario Government agencies, boards and commissions.

Royal Commissions are investigatory bodies appointed by Order-in- Council under the **Public Inquiries Act** to inquire into a specific public concern. The Act, administered by the Ministry of the Attorney General, governs the methods and procedures used by a commission, e.g. subpoena powers, hearings. Royal Commissions report to the Cabinet. Over 30 different commissions have been appointed since 1973 to investigate sudden or catastrophic events (e.g. Royal Commission on the Grand River Flood), examine the conduct of public service employees (e.g. Royal Commission Concerning Police Activities), or assist the government in determining policy (e.g. Royal Commission on Health Records).

**Agencies, boards, institutes, foundations, tribunals, councils and Crown corporations** are created under specific Acts administered by the appropriate Ministry. Ministers empowered by an Act or Order-in- Council appoint advisory councils, committees and task forces. The basic functions performed are advisory (e.g. Advisory Council on Senior Citizens), regulatory (e.g. Liquor Licence Board of Ontario) or operational (e.g. GO Transit). These bodies vary in size and activity, and may or may not receive direct funding or access to the Consolidated Revenue Fund. Structures are based on program delivery requirements, such as operational flexibility, particular publicity (e.g. Ontario Lottery Corporation) or removal from undue influence by a Minister or Ministry (e.g. the quasi-judicial Ontario Labour Relations Board). Not all existing special purpose bodies appear in this book. Those covered are listed under the Ministry through which they report to the Legislature (e.g. Worker's Compensation Board under the Ministry of Labour).

**Judicial inquiries** involve tribunals, which are usually short- term. They may be appointed under specific Acts to examine special legal circumstances, and pass judgements based on government policy or law.

### TASK FORCE ON ACCESS TO PROFESSIONS AND TRADES IN ONTARIO

ATT GEN 47

180 Dundas St. W., 22nd Flr.  
Toronto M5G 1Z8  
416-965-0561

An Order-in-Council dated October 22, 1987, established this task force. It is authorized to investigate the impact of rules and practices governing entrance to professions and selected trades in Ontario on individuals trained abroad, particularly members of racial minorities and ethnic groups. The task force consists of Chairperson Peter A. Cumming and Commissioners Enid Lee and Dimitrios Oeropoulos.



## ACTS

ATT GEN 48

## ACTS

The Ministry of the Attorney General is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's Crown Law Office, Civil Law.

Absconding Debtors Act  
 Absentees Act  
 Accidental Fires Act  
 Accumulations Act  
 Administration of Justice Act  
 Age of Majority and Accountability Act  
 Aliens' Real Property Act  
 Arbitrations Act  
 Architects Act, 1984  
 Assessment Review Board Act  
 Bail Act  
 Barristers Act  
 Blind Persons' Rights Act  
 Bulk Sales Act  
 Business Records Protection Act  
 Change of Name Act  
 Charitable Gifts Act  
 Charities Accounting Act  
 Children's Law Reform Act  
 Commercial Tenancies Act (Requires Proclamation)  
 Commissioners for taking Affidavits Act  
 Compensation for Victims of Crime Act  
 Construction Lien Act, 1983  
 Conveyancing and Law of Property Act  
 Costs of Distress Act  
 Courts of Justice Act, 1984  
 Creditors' Relief Act  
 Crown Administration of Estates Act  
 Crown Agency Act  
 Crown Attorneys Act  
 Crown Witnesses Act  
 Disorderly Houses Act  
 Dog Owner's Liability Act  
 English and Wabigoon River Systems Mercury  
 Contamination Settlement Agreement Act, 1986  
 Escheats Act  
 Estates Administration Act  
 Evidence Act  
 Execution Act  
 Expropriations Act  
 Family Law Act, 1986  
 Fines and Forfeitures Act

Fraudulent Conveyances Act  
Fraudulent Debtors Arrest Act  
Freedom of Information and Protection of  
Privacy Act, 1987  
Frustrated Contracts Act  
Gaming Act  
Habeas Corpus Act  
Hospitals and Charitable Institutions Inquiries Act  
Hotel Registration of Guests Act  
Innkeepers Act  
Interpretation Act  
Interprovincial Subpoenas Act  
Judicial Review Procedure Act  
Juries Act  
Justices of the Peace Act  
Landlord and Tenant Act - see Commercial Tenancies Act  
Law Society Act  
Legal Aid Act  
Libel and Slander Act  
Limitations Act  
Lord's Day (Ontario) Act  
Master and Servant Act  
Mechanics' Lien Act  
Mental Incompetency Act  
Mercantile Law Amendment Act  
Metropolitan Toronto Police Force Complaints Act, 1984  
Ministry of the Attorney General Act  
Minors' Protection Act  
Mortgages Act  
Negligence Act  
Notaries Act  
Occupiers' Liability Act  
Ontario Law Reform Commission Act  
Ontario Municipal Board Act  
Partition Act  
Pawnbrokers Act  
Perpetuities Act  
Powers of Attorney Act  
Proceedings Against the Crown Act  
Professional Engineers Act, 1984  
Property and Civil Rights Act  
Provincial Offences Act  
Public Accountancy Act  
Public Authorities Protection Act  
Public Halls Act  
Public Inquiries Act  
Public Institutions Inspection Act  
Public Officers Act

Public Trustee Act  
Reciprocal Enforcement of Judgments Act  
Reciprocal Enforcement of Judgments (U.K.) Act, 1984  
Reciprocal Enforcement of Maintenance Orders Act, 1982  
Regulations Act  
Religious Freedom Act  
Religious Organizations' Lands Act  
Revised Statutes Confirmation Act, 1981  
Sale of Goods Act  
Settled Estates Act  
Sheriffs Act  
Short Forms of Conveyances Act  
Short Forms of Leases Act  
Short Forms of Mortgages Act  
Solicitors Act  
Statute of Frauds  
Statutes Act  
Statutory Powers Procedure Act  
Succession Law Reform Act  
Support and Custody Orders Enforcement Act, 1985  
Surrogate Courts Act  
Ticket Speculation Act  
Time Act  
Trespass to Property Act  
Trustee Act  
Unconscionable Transactions Relief Act  
University Expropriation Powers Act  
Variation of Trusts Act  
Vendors and Purchasers Act  
Wages Act  
Warehouse Receipts Act  
Warehousemen's Lien Act



## MINISTRY OF CITIZENSHIP

77 Bloor St. W.  
Toronto M7A 2R9

The Ministry of Citizenship, which was established in 1987 following a reorganization of the former Ministry of Citizenship and Culture, encourages full, equal and responsible citizenship. The Ministry's policies and programs recognize cultural and racial diversity, promote preservation and sharing of cultural heritage, and develop individual and community excellence. The Ontario Human Rights Commission reports to the Minister of Citizenship.

The Ministry delivers programs in multiculturalism and citizenship, and offers services to native communities.

### DEPUTY MINISTER'S OFFICE

#### FRENCH LANGUAGE SERVICES

CITIZENSHIP 1

77 Bloor St. W., 9th Flr.  
Toronto M7A 2R9  
416-965-2506

This office coordinates the implementation of the government's French Language Services Act, 1986, within the Ministry of Culture and Communications, the Ministry of Citizenship and their agencies.

It serves as a link between the francophone community and the Ministries. The office of the coordinator also makes recommendations to the Ministries on ways to meet the needs of Ontario's francophone population.

#### SERVICES EN FRANÇAIS

Ce bureau met en oeuvre l'implantation de la Loi de 1986 sur les services en français auprès du ministère de la culture et des communications et de ses agences ainsi que du ministère des Affaires civiles.

Il sert de lien entre la communauté francophone et le Ministère. Le bureau du coordonnateur fait aussi des recommandations au Ministère sur les moyens de répondre aux besoins de la population francophone de l'Ontario.

#### COMMUNICATIONS AND MARKETING BRANCH

CITIZENSHIP 2

77 Bloor St. W., 10th Flr.  
Toronto M7A 2R9  
416-965-0615

The Communications and Marketing Branch provides communications services and, where required, information in English and French for the Ministry of Culture and Communications and the Ministry of Citizenship.

For additional information, see the Communications and Marketing Branch listing under the Ministry of Culture and Communications.

## FINANCE AND ADMINISTRATION DIVISION

### FINANCE AND ADMINISTRATION DIVISION

CITIZENSHIP 3

The Finance and Administration Division provides support services for the Ministry of Culture and Communications and the Ministry of Citizenship.

See the listings under the Ministry of Culture and Communications for information on the following branches: Legal Services Branch, Management Systems and Services Branch, Human Resources Branch, Finance Branch, Internal Audit Branch, and Regional Services.

### CITIZENSHIP DEVELOPMENT BRANCH

CITIZENSHIP 4

77 Bloor St. W., 5th Flr.  
Toronto M7A 2R9  
416-965-6621

The Citizenship Development Branch fosters a climate of mutual understanding, appreciation and respect among the diverse peoples of Ontario, a recognition of common citizenship and a commitment to ensure that all may enjoy the benefits and fulfill the responsibilities of citizenship.

Branch activities fall into the following major areas: **immigrant** settlement, **community** participation, **multicultural** development, intercultural communication, **community leadership**, organizational development and **voluntarism**. Within these program areas, the branch provides consulting services to government, community groups and institutions; develops print and **audio-visual** resources; and conducts conferences, workshops and seminars.

The branch works within the Ontario Government to encourage, assist and monitor the implementation of the government's multicultural policy.

**Grants** programs administered by the branch include: the **Citizenship Development Grants Program**, **Multicultural Service Program Grants**, **Multiculturalism and Citizenship Community Projects Grants Program**, **Community Facilities Improvement Program**, **Newcomer Language and Orientation Classes Program**, **Newcomer Integration Program** and **Multicultural Workplace Coordination Grants**.

The branch offers programs related to settlement, orientation and language training of **immigrants** and **refugees**, and assists other government ministries in improving access to their services. Multilingual materials and publications, such as the 'Newcomers' Guide to Services in Ontario' (965-9919), are available to newcomers, teachers and counsellors of newcomers. The branch provides advice on setting up community-based newcomer language, orientation and citizenship classes in multicultural workplaces and newcomer integration services. Print and audio-visual materials and referrals for **French-as-a-Second-Language (FSL)** and **English-as-a-Second-Language (ESL)** classes are available from the Resources and Information Unit (965-9919).

For information on newcomer integration project grants and newcomer language and orientation classes grants, contact Ministry regional offices listed under Regional Services, Ministry of Culture and Communications.

**ONTARIO WELCOME HOUSE**  
 454 University Ave.  
 Toronto M5G 1R6  
 416-965-3021

**CITIZENSHIP 5**

The Ontario Welcome House provides newcomers with **English-as-a-Second-Language (ESL)** instruction linked with child care (965-2365), a **multilingual information** and referral service to individuals, government and social agencies (965-3021), and a free multilingual translation into English of educational and employment related documents to assist newcomer settlement. Ontario Welcome House has offices in Scarborough (965-9902), North York (633-7180), Mississauga (848-4680) and Hamilton (521-7569).

**POLICY SERVICES BRANCH**  
 77 Bloor St. W., 5th Flr.  
 Toronto M7A 2R9  
 416-965-4285

**CITIZENSHIP 6**

The Policy Services Branch provides analysis and comment to the government on existing and emerging issues related to the mandate of the Multiculturalism and Citizenship Division. This branch also offers a statistical service to other ministries from a comprehensive ethnocultural database (965-5280).

**NATIVE COMMUNITY BRANCH**  
 77 Bloor St. W., 5th Flr.  
 Toronto M7A 2R9  
 416-965-5003

**CITIZENSHIP 7**

The branch works in consultation and cooperation with **Native** communities and organizations seeking self-reliance and economic independence. Activities are aimed at expanding the Native economy, strengthening social stability, developing human resources, improving access to government, and preserving the traditional Native **heritage**. Programs include consultative assistance, **research** and **information**, publications, policy advisory services and **grants**.

The branch's Native Development Consultants offer assistance to more than 500 **Metis** communities, Friendship Centres, **Native Women's Organizations**, **Indian Bands**, Native cultural and communications groups and other local Native groups throughout Ontario. Services for provincial Native organizations are provided by specialist consultants based in Toronto. The work of the consultants includes: identifying local problems and developing appropriate projects; recommending useful services or programs; securing resources to conduct **community development** projects; linking Native communities and organizations with the appropriate provincial ministries and agencies; and assisting in the preparation, submission and evaluation of project proposals to government.

The **Ontario Native Economic Support Program (ONESP)** focuses on the economic and community facility development needs of Native People. Grants are provided for feasibility and planning studies, facilities construction, and management training and development projects. The branch is also engaged in two new programs. The **Native Small Business Development Program** assists Native business persons to establish, expand or modernize small business operations in Northern Ontario; the **Native Business Internship**



**Program** provides Natives with business-related training through employment placements in the private sector.

Information and consultation is given to provincial ministries and agencies on policies or programs related to Native people. Grants provide assistance to projects such as Native heritage, communications, social development, **leadership** training, provincial organization support, feasibility studies and meetings.

Branch services are available through 11 field officers and three area managers (see list below). Staff specialists provide research support to the field, work directly with provincial organizations, and liaise with other federal and provincial departments, ministries and agencies.

## NORTHEAST AREA

*Area Manager/Field Office*

200 Elm St. E., 4th Flr.

**Sudbury P3C 5N3**

705-675-4349

Toll Free 1-800-461-4027

390 Bay St., 3rd Flr.

**Sault Ste Marie P6A 1X2**

705-942-0419

Toll Free 1-800-461-2409

22 Wilcox St., 2nd Flr.

**Timmins P4N 3K6**

705-267-8018

## SOUTH AREA

*Area Manager/Field Office*

77 Bloor St. W., 5th Flr.

**Toronto M7A 2R9**

416-965-5003

(Toronto/Hamilton/Ottawa)

255 Dufferin Ave., 6th Flr.

**London N6N 5K6**

519-679-7146

Toll Free 1-800-265-4731

15 Matchedash St. N.

**Orillia, L3V 4T4**

705-325-9561

## NORTHWEST AREA

*Area Manager/Field Office*

1825 East Arthur St.

**Thunder Bay P7E 5N7**

807-475-1683

Toll Free 1-800-465-6939

240 Scott St., 2nd Flr.

Box 613

**Fort Frances P9A 3M9**

807-274-9732

303 Main St.

Box 778

**Geraldton P0T 1M0**

807-854-0169

598 Lakeview Dr.

**Kenora P9N 3P7**

807-468-5568

(West Patricia area

& Kenora/Dryden area)

## ONTARIO RACE RELATIONS DIRECTORATE

400 University Ave., 11th Flr.

Toronto M7A 1T7

416-965-1613

CITIZENSHIP 8

The Directorate was formed in 1987 to facilitate implementation of the Ontario Policy on Race Relations. Consultative services are provided to both private and public sector

organizations for developing race relations policies and related initiatives, including employment equity, training and mediation. In its role as mediator of individual and community-based disputes, the Directorate also assists with the design and implementation of mechanisms for resolving or preventing racial tensions. Furthermore, the Directorate plays a lead role in the development and delivery of public education programs promoting racial harmony. The seven district offices are listed below:

#### **EASTERN REGION**

2197 Riverside Dr.  
**Ottawa K1H 7X3**  
613-523-7530

1055 Princess St.  
**Kingston K7L 1H3**  
613-545-4340

#### **NORTHERN REGION**

199 Larch St., 6th Flr.  
**Sudbury P3E 5P9**  
705-675-4455

808 Robertson St.  
**Kenora P9N 1N8**  
807-468-3128

#### **SOUTHWESTERN REGION**

205 Oxford St. E.  
**London N6A 5G6**  
519-439-3231

Ontario Government Bldg.  
119 King St. W., 8th Flr.  
**Hamilton L8N 3Z9**  
416-521-7736

500 Ouellette Ave.  
**Windsor N9A 1B3**  
519-256-8278

#### **AGENCIES**

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). The Ministry of Citizenship's agencies are listed below. For information, contact the appropriate agency at the telephone number listed.

#### **ONTARIO HUMAN RIGHTS COMMISSION**

**CITIZENSHIP 9**

400 University Ave., 12th Flr.  
Toronto M7A 1T7  
416-965-6841  
1-800-387-9080

The Commission administers and enforces the **Human Rights Code, 1981** which provides for the right to equal treatment in **employment**, services, goods and facilities, contracts and **accommodation** without **discrimination** because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, age, marital status, family status, handicap, record of offences (employment only) and receipt of public assistance (accommodation only). The Commission implements a program of investigation and conciliation of complaints and enforcement; public **education** and consultation with employers, unions, etc., with a view to reducing prejudice and discrimination; and **research** in patterns of discrimination. The 15 district offices are listed below:

**EASTERN REGION**

*Regional Office*

2197 Riverside Dr., Ste. 301

**Ottawa K1H 7X3**

613-523-7530

If long distance in  
area code 613 dial  
1-800-267-1916

1055 Princess St., Ste. 105

**Kingston K7L 1H3**

613-545-4340

If long distance in  
area code 613 dial  
1-800-267-0915

**NORTHERN REGION**

*Regional Office*

199 Larch St., 6th Flr.

**Sudbury P3E 5P9**

705-675-4455

If long distance in  
area code 705 dial  
1-800-461-4000

808 Robertson St., 2nd Flr.

**Kenora P9N 1N8**

807-468-3128

If long distance in  
area code 807 dial  
1-800-465-1104

390 Bay St., 3rd Flr.

**Sault Ste. Marie P6A 1X2**

705-949-3331

If long distance in  
area code 705 dial  
1-800-461-7268

435 James St. S., 3rd Flr.

**Thunder Bay P7E 6E3**

807-475-1691

If long distance in  
area code 807 dial  
1-800-465-5016

273 Third Ave., 4th Flr.

**Timmins P4N 1E2**

705-267-6231

If long distance dial  
1-800-461-4000

**SOUTHWESTERN REGION**

*Regional Office*

205 Oxford St. E., 2nd Flr.

**London N6A 5G6**

519-439-3231

If long distance in  
area code 519 dial  
1-800-265-4707

Ontario Government Bldg.

119 King St. W., 8th Flr.

**Hamilton L8N 3Z9**

416-521-7736

If long distance in  
area code 416 dial  
1-800-263-6906

If long distance in  
area codes 519, 613, 705 dial  
1-800-263-9296

824 King St. W., 3rd Flr.

**Kitchener N2G 1G1**

519-744-8101

If long distance in  
area codes 416 and 705 dial  
1-800-265-2373

If long distance in  
area code 519 dial  
1-800-265-2468

205 King St., 1st Flr.

**St. Catharines L2R 3J5**

416-682-7261

If long distance in  
area code 416 dial  
1-800-263-7260



500 Ouellette Ave., Ste. 305  
**Windsor N9A 1B3**  
519-256-8278  
If long distance in  
area code 519 dial  
1-800-265-5140

## TORONTO EAST, WEST AND CENTRAL REGIONS

2500 Lawrence Ave. E., 2nd Flr.  
**Scarborough M1P 2R7**  
416-750-3575  
(Toronto East District)  
If long distance in  
area codes 416 and 705 dial  
1-800-268-6585

400 University Ave., 12th Flr.  
**Toronto M7A 1T7**  
416-965-6841  
(Central District &  
Unit for the Handicapped)  
If long distance dial  
1-800-387-9080

2 Robert Speck Pkwy., Ste. 310  
**Mississauga L4Z 1H8**  
416-273-7811  
(Toronto West District)  
If long distance in  
area codes 416, 519,  
613, and 705, dial  
1-800-268-2808

## ADVISORY COUNCIL ON MULTICULTURALISM AND CITIZENSHIP

CITIZENSHIP 10

10 St. Mary St., 2nd Flr.  
**Toronto M7A 2R9**  
416-965-6889

The Ontario Advisory Council on Multiculturalism and Citizenship has sixty members, from across Ontario, appointed by Order-in-Council. Representing a wide range of **ethnocultural** backgrounds and occupations, they are selected on the basis of sensitivity to the multicultural nature of Ontario society and knowledge of the ethnocultural communities. The Council's role is to advise the Ontario Government on matters pertaining to **multiculturalism** and **citizenship** development in the context of full, equal and responsible citizenship for all residents of the Province. The Council responds to specific government requests for advice on policy formulation and program development and delivery; examines and comments on the effectiveness of policies, programs and service delivery mechanisms; and promotes the concept of multicultural Ontario set out in the government's multicultural policy on equality, access and participation, cultural retention and sharing. Recommendations are made to the Provincial Government through the Minister of Citizenship.

## ACTS

CITIZENSHIP 11

## ACTS

The Ministry of Citizenship is responsible for the Act listed below. To determine which branch administers the Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Human Rights Code, 1981

## MINISTRY OF COLLEGES AND UNIVERSITIES

101 Bloor St. W., 14th Flr.  
Toronto M5S 1P7

Operating under the Ministry of Colleges and Universities Act, this Ministry manages student financial assistance programs and administers support funds to 15 provincially assisted universities, 22 colleges of applied arts and technology, Ryerson Polytechnical Institute, the Ontario College of Art and the Ontario Institute for Studies in Education.

Formed in May 1964, the Ministry was originally known as the Department of University Affairs. It became the Department of Colleges and Universities after acquiring responsibility for the Colleges of Applied Arts and Technology from the Department of Education. With the reorganization of the Ontario Government in 1972, the name was changed to the Ministry of Colleges and Universities. It acquired the Industrial Training Branch, with responsibilities for apprenticeship programs, from the Ministry of Labour in April 1972. The Ministry of Colleges and Universities and the Ministry of Education became the responsibility of one Minister, with one administration division, in 1978. In 1985, the Skills Development Division was transferred to the newly formed Ministry of Skills Development. One Minister held dual responsibility for the Ministry of Colleges and Universities and the Ministry of Skills Development from June 1985, until September 1987. At present, the Ministry of Colleges and Universities is the sole responsibility of one Minister.

### COMMUNICATIONS BRANCH

MCU 1

790 Bay St., Ste. 1106  
Toronto M5G 1N8  
416-963-3967

This branch advises the Ministry on communications plans and strategies; communicates Ministry policies, programs and positions on post-secondary educational issues to the media and the public; and assists the Ministry in improving communications effectiveness amongst its client agencies.

Through the Enquiries Unit (965-6407) of the Ministry of Education's Communication Services Branch, information is provided to the public and the media.

### CORPORATE PLANNING AND SERVICES

MCU 2

790 Bay St., 11th Flr.  
Toronto M5G 1N8  
416-963-3955

This branch develops expenditure plans and prepares annual estimates for the Ministry's programs and administrative budgets. It also produces data, and provides information support and analysis for corporate policies and directions. Implementation of the Freedom of Information and Protection of Individual Privacy Act is coordinated by the branch. It acquires and arranges support services from the Ministry of Education.

### FRANCOPHONE AFFAIRS

MCU 3

900 Bay St.  
Mowat Block, 9th Flr.  
Toronto M7A 1L2  
416-965-2265

This office assists the Ministry in implementing the French Language Services Act of 1986, which becomes effective in November 1989. Service in French for the general public is

planned in designated areas of Ontario. The Francophone Affairs Office will respond to inquiries on this program.

## UNIVERSITIES AND RESEARCH SUPPORT DIVISION

### RESEARCH SUPPORT AND INTERNATIONAL ACTIVITIES

MCU 4

790 Bay St., Ste. 1104  
Toronto M5G 1N8  
416-963-1194

This branch evaluates the role of universities in research, develops initiatives to increase scientific and technological efforts, and administers a variety of research support programs, including the **University Research Incentive Fund (URIF)**. The branch also coordinates the Ministry's involvement in international research and trade activities, implements policy decisions in research and international fields, and initiates and coordinates international post-secondary activities for the Ministry and its clients. Liaising with appropriate governmental and non-governmental departments and agencies, the branch assists with the development of policies relating to international post-secondary education (963-0374).

### UNIVERSITY RELATIONS BRANCH

MCU 5

Mowat Block, 9th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 1L2  
416-965-3878/6382

The University Relations Branch is responsible for administering the provincial **grants** to Ontario **universities**, the operating grants formula, and the **Degree Granting Act, 1983**. Policy proposals are developed and analysed with reference to university operations, physical resources and their funding. The branch also implements policy decisions; acts as liaison with the **Ontario Council on University Affairs** and other university-related organizations; and maintains government-university relations in general. Other responsibilities include answering inquiries about university-related matters, publishing the **Operating Formula Manual** for use by university administrators, and coordinating policy development and issuing resolutions related to health sciences programs in colleges of applied arts and technology and universities. The branch liaises with other ministries (primarily the Ministry of Health), health professionals' associations and regulatory bodies about **health**, manpower and education issues (965-5543); approves and reviews programs of both pre-service and in-service teacher **education** offered by faculties of education; and sets policy concerning regulations on **certification of teachers** (965-5477).

### COLLEGE AFFAIRS BRANCH

MCU 6

Mowat Block, 10th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 1L2  
416-965-5375

The College Affairs Branch formulates and implements plans and policies for the **Colleges of Applied Arts and Technology (CAATs)**, often called community colleges. Operating and capital **grants** are provided to the colleges for the delivery of academic and skills related programs. The colleges also offer skills **vocational** training sponsored by the federal and



provincial governments under the **Canadian Jobs Strategy** and **Ontario's Training Strategy**. For information about programs available at CAATs, contact the colleges. See the Ministry of Skills Development entries for information on vocational training under the Canadian Jobs Strategy and Ontario's Training Strategy.

The branch also liaises with the **Ontario Council of Regents for Colleges of Applied Arts and Technology**.

#### PRIVATE VOCATIONAL SCHOOLS

MCU 7

790 Bay St., 11th Flr.

Toronto M5G 1N8

416-965-5348

The Private Vocational Schools Unit is responsible for registering and regulating post-secondary private vocational **schools** throughout the Province.

#### STUDENT AWARDS BRANCH

MCU 8

Mowat Block, 8th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-965-5241

Toll-free: 1-800-268-3748

Area Code 807, ask operator for Zenith 47720

The Student Awards Branch administers programs which offer **financial assistance**, in the form of **loans, grants or bursaries**, to Ontario **students** studying at colleges and universities. Six plans based on financial need are operated under the **Ontario Student Assistance Program (OSAP)**: the **Ontario Study Grant Plan**, **Canada Student Loans Plan**, **Ontario Student Loans Plan**, **Ontario Special Bursary Plan**, **Ontario Work-Study Plan** and the **Part-Time Student Loans Plan (Canada Student Loans)**. The branch also awards **fellowships or scholarships** for outstanding university graduate work: the **Ontario Graduate Scholarship**, **Sir John A. Macdonald Graduate Fellowship**, **Ontario-Quebec Exchange Fellowship**, **Queen Elizabeth II Ontario Scholarships**, and the **John Charles Polanyi Prizes**. Programs are available to students and teachers for bilingual study: **Fellowships for Studying in French**, **Teacher's Summer Bursary**, **French Language Instructional Units Teacher's Bursary Program (Winter Session)** and **Summer Language Bursary Program**. The branch also administers two special scholarships: the **William G. Davis Student Award** for children of Crown employees and the **Aird Scholarship** for disabled individuals. Students should apply through the Financial Aid Office located at the postsecondary institution of their choice. For private or out-of-province institutions, contact this branch.

#### AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Colleges and Universities are listed below. Contact the communications branch for unlisted agencies.

## ONTARIO COUNCIL ON UNIVERSITY AFFAIRS

MCU 9

700 Bay St., 7th Flr.  
 Toronto M5G 1Z6  
 416-965-5233

Established by Order-in-Council in 1974, the Ontario Council on University Affairs (OCUA) advises the Minister of Colleges and Universities and the Lieutenant Governor-in-Council on funding requirements, allocation of funds, graduate and professional program approval, **Ontario Graduate Scholarship** funding, and any other matters pertaining to the university system. OCUA acts as a buffer between government and the 15 provincially assisted **universities, Ryerson Polytechnical Institute, the Ontario College of Art, the Ontario Institute for Studies in Education** and the Bar Admission Course (**Law Society of Upper Canada**). The council is composed of a full-time chairman and 19 members who serve on a part-time basis. A small staff supports the work of the council.

ONTARIO COUNCIL OF REGENTS FOR  
 COLLEGES OF APPLIED ARTS AND  
 TECHNOLOGY (CAATs)

MCU 10

Mowat Block, 7th Flr.  
 900 Bay St.  
 Queen's Park, Toronto M7A 1L2  
 416-965-4234

The Ontario Council of Regents is responsible for **collective bargaining**, on behalf of the **Colleges of Applied Arts and Technology**, with academic and support staff. Other activities include appointing college boards of governors; reviewing and recommending salaries, terms and conditions of employment for college administrative staff; and advising the Minister of Colleges and Universities on policy matters of a system-wide nature. The council also liaises with the College Affairs Branch of the Ministry.

## COLLEGE RELATIONS COMMISSION

MCU 11

111 Avenue Rd., Ste. 400  
 Toronto M5R 3J8  
 416-922-7679

The College Relations Commission was established in 1975 to oversee **collective bargaining** between the Ontario Council of Regents for Colleges of Applied Arts and Technology (CAATs) and the **Ontario Public Service Employees Union**, representing both academic and support staff. The commission monitors and assists in negotiations, supervises staff votes, and advises the Lieutenant Governor-in-Council when a strike or lockout is jeopardizing student education.

## ACTS

## ACTS

MCU 12

The Ministry of Colleges and Universities is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the

Ministry's communications branch.

Colleges Collective Bargaining Act, R.S.O. 1980  
Degree Granting Act, 1983  
Ministry of Colleges and Universities Act, R.S.O. 1980  
Private Vocational Schools Act, R.S.O. 1980  
The following is a list of related Acts.  
Brock University Act, 1964  
Carleton University Act, 1952  
Lakehead University Act, 1965  
Laurentian University of Sudbury Act, 1960  
McMaster University Act, 1976  
Ontario College of Art Act, 1968-69  
Osgoode Hall Law School Scholarships Act, 1968-69  
Ryerson Polytechnical Institute Act, 1977  
Sunnybrook Hospital Act, 1966  
Trent University Act, 1962-63  
University of Guelph Act, 1964  
University of Ottawa Act, 1965  
University of Toronto Act, 1971  
University of Waterloo Act, 1972  
University of Western Ontario Act, 1982  
University of Windsor Act, 1962-63  
Wilfred Laurier University Act, 1973  
York University Act, 1965



## MINISTRY OF COMMUNITY AND SOCIAL SERVICES

Hepburn Block, 80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

The Ministry of Community and Social Services, established in 1930 as the Department of Public Welfare, was formed as a result of the Ross Commission on Public Welfare. The Old Age Pensions, Mother's Allowance and Children's Aid branches previously administered by the Provincial Secretary, and the Unemployment Relief Branch from the Department of Labour were amalgamated under the new department. In 1967, the name was changed to the Department of Social and Family Services and, in 1972, it became the Ministry of Community and Social Services.

In 1974, the Ministry acquired the Mental Retardation Program under the Developmental Services Act from the Ministry of Health. The children's services programs were transferred from the Ministries of Health, Correctional Services and the Attorney General in 1977. In November 1984, the new Child and Family Services Act was proclaimed. It eliminates inconsistencies, simplifies the law, addresses new legal issues, and ensures that legislation conforms with the equality provisions of the Charter of Rights and Freedoms.

The current trend is to encourage and support community living programs enabling physically and developmentally handicapped persons and elderly citizens to live independently. Ministry-operated and funded programs are moving towards smaller residential settings with community support networks.

Administration of Ministry funded and direct-delivery programs across the province is decentralized to four regional and 13 area offices.

### DEPUTY MINISTERS OFFICE

#### COMMUNICATIONS AND MARKETING BRANCH

COMSOC 1

Hepburn Block, 7th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-965-7825

The branch establishes communications and marketing policy for the Ministry; consults with staff and prepares communications and marketing strategies for corporate offices and divisions; and provides communications support to the Minister and Deputy Minister. Responsibilities include liaising with the media; answering public inquiries; producing and distributing publications, news releases and audio-visual materials; and directing advertising campaigns. Public relations assistance and consultation, which may result in publications, films, videos, conferences and displays, is available to municipalities and social agencies for explaining Ministry programs to selected target audiences.

The branch also provides an internal conduit for quick responses to many important and contentious operations and policy issues arising from questions in the Legislature, the media and information supplied by other contacts within the Minister's, the Deputy Minister's and the Assistant Deputy Minister's offices. The branch responds to inquiries that cannot be transferred to the regional or area offices, and provides executive and administrative assistance to the offices of the Deputy Minister and the Assistant Deputy Minister, Operations Division.

## LEGAL SERVICES BRANCH

COMSOC 2

Hepburn Block, 4th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-965-5147/8 & 965-2080

The Legal Services Branch advises the Ministry on legal matters, including the interpretation of statutes, regulations and other legal documents. General legal services such as conducting litigation and providing legal opinions, are also provided. The branch is responsible to the Ministry of the Attorney General.

## STRATEGIC PLANNING AND INTERGOVERNMENTAL RELATIONS

COMSOC 3

Hepburn Block, 6th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-965-0108

Strategic Planning and Intergovernmental Relations coordinates and gives impetus to the strategic planning process, formulates policies, and responds to intergovernmental issues affecting the Ministry, e.g. **CAP (Canada Assistance Plan)**, **VRDP (Vocational Rehabilitation of Disabled Persons)**, and **IWA (Indian Welfare Agreement)** cost-sharing. Activities include developing policies related to the provision of **Native** services; coordinating Cabinet Policy Committees and Cabinet agenda; liaising with Cabinet Committees, Cabinet Offices and other ministries; negotiating renewal/changes to VRDP agreements and guidelines; and conducting research and program evaluation within the Ministry.

The **Strategic Planning Unit** (965-3203) integrates the principles and practices of strategic planning for Ministry management. By ensuring that the necessary processes are in place and environmental information is provided, the unit establishes the strategic focus of the Ministry and its divisions.

The **Intergovernmental Policy Unit** (965-1083) develops policies and responds to intergovernmental issues and processes relating to the Federal, other provincial and municipal governments. The unit also negotiates cost-sharing issues, and maintains and enhances relationships through the exchange of information.

The **Research and Program Evaluation Unit** (965-9884) is the primary focus of research and program evaluation activities in the Ministry. Technical consultation, research and evaluation design, funding and project management services are available to the divisions of the Ministry.

The **Policy Coordination Unit** (965-4523) acts as the liaison for the Minister, Deputy Minister and senior management with the Cabinet Committee, Cabinet Offices and other ministries. The unit develops briefing material for the Minister and Deputy Minister for weekly Cabinet and Cabinet Committee meetings, and serves as a central registry of information on the status of policy issues.

The Provincial Coordinator, **Vocational Rehabilitation** (965-6299) is the authority for administering the Vocational Rehabilitation of **Disabled Persons** Agreement with the Federal Government. Key responsibilities include ensuring that the Province receives appropriate cost-sharing revenue; representing Ontario's interests in negotiations for new agreements; and maintaining liaison with other jurisdictions.

The **Native Services Unit** (965-3203) assists in developing and implementing government and Ministry policies and practices relating to Native Services; facilitating Ministry Native-oriented activities; and liaising with Provincial Native groups and Indian and Northern Affairs Canada.

The **Provincial and/or Municipal Relations Unit** (963-2925) maintains ongoing contact with the Ministry's Head Office, Regional and Area Offices, municipalities and other ministries, with respect to programs and issues affecting the municipal sector.

## OPERATIONS DIVISION

### CHILDREN'S AND ADULTS' SERVICES

COMSOC 4

Hepburn Block, 6th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-965-7683

The Operations Division, Children's and Adults' Services is responsible for the delivery of all **children's** and **adults'** services programs within this Ministry. Operations services include decentralized program delivery structures, centralized program and initiative implementation, support planning and control mechanisms. Decentralized service is delivered through the Regional Directors and Area Managers in the Ministry's regional, area and local offices, and all provincially run facilities for the developmentally handicapped, training schools and detention homes for children. The functions of the regional and area offices are described under this Ministry's Regional Organization entry.

### OPERATIONAL COORDINATION BRANCH

COMSOC 5

Hepburn Block, 6th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-965-4765

The Operational Coordination Branch is responsible for operational issues and services, strategic management of the Operations Division, agency relationships and program coordination, including operational planning, consistency of delivery, policy liaison and initiatives implementation. Chaplaincy Services and French Language Services are also included in the branch.

### CHAPLAINCY SERVICES

COMSOC 6

700 Bay St., Rm. 216

Toronto M5G 1Z6

416-965-3733

This section coordinates the chaplaincy services provided by the Ministries of Community and Social Services, Correctional Services and Health to various institutions across the province. The Ministry of Community and Social Services acts as the 'lead ministry' in coordinating the services of chaplains employed by other ministries. Chaplaincy Services is responsible for liaison between the Ontario Provincial Interfaith Committee on Chaplaincy and government ministries, and implementation and development of policy on the delivery of pastoral care.

Regional offices and coordinators are listed below.



*Rev. Dirk Habermehl*  
Peterborough Region  
Brookside School  
P.O. Box 159  
390 King St. E.  
**Cobourg K9A 4K6**  
416-372-5451 Ext.258

*Rev. Siebert Vanhouten*  
Hamilton-Niagara Region  
499 King St. E.  
**Hamilton L8N 1E1**  
416-525-0122

*Rev. Adam K. Prasuhn*  
Southeast Region  
#703 The Barriefield, R.R. 2  
**Kingston K7L 5H6**  
613-546-3121, Rm. 44

*Rev. Stuart J. Schroeder*  
Guelph-Goderich Region  
Freeport Hospital  
3570 King St. E.  
**Kitchener N2A 2W1**  
519-893-2710

*Rev. Cherry Flynn*  
Woodstock-Windsor Region  
CPRI  
Sanatorium Rd.  
Box 2460  
**London N6A 4G6**  
519-471-2540 Ext.2308

*Rev. Roy Huntly*  
Georgian Bay Region  
Huron Regional Centre  
P.O. Box 1000  
**Orillia L3V 6L2**  
705-326-7361

*Rev. Dr. Arnold A. Bethune*  
Toronto Region  
Thisletown Regional Centre  
51 Panorama Crt.  
**Rexdale M9V 4L8**  
416-741-1210

*Rev. Fr. René G. Hébert*  
Northern Region  
Cecil Facer Youth Centre, Box 850  
**Sudbury P3E 4S3**  
705-522-1250

*Rev. R. Michael Steeves*  
Northwest Region  
Lakehead Psychiatric Hospital  
580 North Algoma St.  
**Thunder Bay P7B 5G4**  
807-344-3571

OFFICE OF THE COORDINATOR  
OF FRENCH LANGUAGE SERVICES  
909 Bay St., 2nd Flr.  
Toronto M5S 2M8  
416-965-9794

COMSOC 7

This office advises the Deputy Minister and management on the provision of **French language services** within the framework of Ministry programs and activities, and monitors the effective delivery of services in French. Policy proposals and implementation plans are formulated to meet Ministry obligations under the French Language Services Act. The office also assists divisions and branches with implementation of the Act; liaises with francophone associations about the needs and concerns of the Franco-Ontarian community; disseminates information on the availability of Ministry services in French; coordi-

nates translation of major documents, as required, and standardization of bilingual Ministry terminology.

## SERVICES EN FRANÇAIS

Le Bureau du coordonnateur des services en français conseille le sous-ministre et la haute direction du ministère au sujet de la mise en place des services en français dans le cadre de ses programmes et ses activités et veille à la prestation efficace de ces services; élabore des politiques et des plans de mise en oeuvre pour rencontrer les obligations du ministère aux termes de la Loi sur les services en français; a des échanges avec les associations franco-phones sur les besoins de la collectivité franco-ontarienne et fait connaître les services offerts par le ministère en français; appuie les divisions et les directions du ministère à la mise en oeuvre de la Loi; coordonne la traduction de certains documents ministériels et s'occupe de normaliser la terminologie bilingue relative aux activités du ministère.

## REGIONAL ORGANIZATION

COMSOC 8

### CHILDREN'S AND ADULTS' OPERATIONS

#### REGIONAL, AREA AND LOCAL OFFICES

To ensure effective service delivery throughout the Province, four regions (Northern, Southeast, Southwest and Central) are responsible for coordinating **adult** and **children's** programs.

Each region is headed by a Regional Director who administers Ministry-run and Ministry-funded programs by coordinating the activities of area offices, local offices for adults' services, juvenile probation field offices, and all provincially-run facilities (i.e. facilities for the developmentally handicapped, training schools and detention homes for children). The Regional Director also provides general management, including resource allocation.

Adults' Services Programs delivered by area and local offices include: Family Benefits; Vocational Rehabilitation Maintenance Allowances; Handicapped Children's Allowance; General Welfare Assistance (administered by municipalities and Indian Band Councils or by the Province in unorganized territories); the Work Incentive Programs; and the Senior Citizens' Program. These programs, and the Soldiers' Aid Commission, are described in individual entries.

Children's Services Programs delivered by area offices include: Child Welfare (Children's Aid Societies); Day Nurseries; Probation services for children (Juvenile Corrections); Residential Care and Residential Treatment Services; and Community Programs for developmentally handicapped children. These programs are described in individual entries.

The Facilities for the Developmentally Handicapped and the Youth Corrections Program, which includes probation offices, training schools and detention homes for children, are described in the entries which follow.

The Ministry's regional, area and local offices are listed below.

## CENTRAL REGION

### *Regional Director*

2195 Yonge St., 10th Flr.  
**Toronto M7A 1G2**  
416-963-1010

### *Barrie Area Office*

34 Simcoe St., Box 910  
**Barrie L4M 1A1**

705-737-1311  
If long distance dial  
1-800-461-7551

### *York Local Office*

135 Yonge St. N.  
**Aurora L4G 1P3**  
416-727-3156

### *Local Office*

80 Colborne St. W.  
P. O. Box 98  
**Orillia L3V 2Y7**  
705-325-7408

### *Mississauga Area Office*

1140 Burnhamthorpe Rd. W., Ste. 212  
**Mississauga L5C 4E9**  
416-897-3100

### *Toronto Area Office*

2195 Yonge St., 9th Flr.  
**Toronto M7A 1G1**  
416-965-1433  
416-965-5103 (Senior Citizens)

### *Local Office*

3501 Dufferin St., Main Flr.  
**Toronto M3K 1N6**  
416-631-7444

### *Local Office*

252 Parliament St.  
**Toronto M5A 3A4**  
416-362-6111

### *Local Office*

1911 Eglinton Ave. E.  
**Toronto M1L 2L6**  
416-752-6625

### *Local Office*

121 Kennedy Ave., 2nd Flr.  
**Toronto M6S 2X8**  
416-763-3631

## SOUTHWEST REGION

### *Regional Director*

195 Dufferin Ave., 5th Flr.  
**London N6A 1K7**  
519-438-8344

### *Hamilton Area Office*

119 King St. W., 6th Flr.  
P. O. Box 2112  
**Hamilton L8N 3Z9**  
416-521-7280

### *Local Office*

38 Darling St., 3rd Flr.  
**Brantford N3T 6A8**  
519-756-5790

### *Local Office*

4701 St. Clair Ave.  
**Niagara Falls L2E 3S9**  
416-357-0363

### *Local Office*

110 James St.  
Box 176  
**St. Catharines L2R 6S4**  
416-688-3022  
If long distance ask  
operator for Zenith 21370

### *Local Office*

266 Division St.  
**Welland L3B 4A4**  
416-735-6510



*London Area Office*

495 Richmond St., 6th Flr.

**London N6A 5A9**

519-438-5111

If long distance dial

1-800-265-4197

*Local Office*

17 Rattenbury St.

P. O. Box 1150

**Clinton N0L 1M0**

519-482-3971

*Local Office*

101 Union St.

**Simcoe N3Y 2A6**

519-426-9350

If long distance dial

1-800-265-8071

*Local Office*

194 Ontario St.

**Stratford N5A 3H4**

519-271-1530

*Local Office*

499 Talbot St.

**St. Thomas N5P 1C3**

519-631-3032

*Waterloo Area Office*

Waterloo Town Square

75 King St. S.

**Waterloo N2J 1P2**

519-886-4700

If long distance ask

operator for Zenith 37610

(Grey, Bruce, Waterloo, Wellington)

*Local Office*

73 Water St. N.

**Cambridge N1R 7L6**

519-623-1230

*Local Office*

60 Baker St.

**Guelph N1H 4G1**

519-822-7500

*Local Office*

945 3rd Ave. E.

**Owen Sound N4K 5R4**

519-376-1951

If long distance ask

operator for Zenith 21370

*Local Office*

P.O. Box 1058

209 Cayley St.

**Walkerton N0G 2V0**

519-881-0977

*Windsor Area Office*

250 Windsor Ave., 1st Flr.

**Windsor N9A 6V9**

519-254-1651

If long distance ask

operator for Zenith 21370

*Local Office*

48 Fifth St.

**Chatham N7M 4V7**

519-352-5040

*Local Office*

18 Selkirk Ave.

**Leamington N8H 3B3**

519-326-2511

*Local Office*

720 Christina St. N.

**Sarnia N7V 3C2**

519-337-3735

If long distance ask

operator for Zenith 21370

## SOUTHEAST REGION

*Regional Director*  
336 Alfred St.  
**Kingston K7L 3S5**  
613-548-6761

*Kingston Area Office*  
1055 Princess St., Ste. 103  
**Kingston K7L 5T3**  
613-545-0539  
For toll-free number check the  
blue pages of telephone directory  
(Leeds & Grenville, Lanark,  
Frontenac, Hastings,  
Lennox & Addington,  
Prince Edward)

*Local Office*  
199 Dundas St. E.  
**Belleville K8N 1E2**  
613-962-9562  
If long distance ask  
operator for Zenith 21370

*Local Area Office*  
51 King St. E.  
**Brockville K6V 1A7**  
613-345-1200  
If long distance  
dial 1-800-267-0834

*Ottawa Area Office*  
10 Rideau St., 7th Flr.  
**Ottawa K1N 9J1**  
613-234-1188

*Local Office*  
10 Main St. N., Box 520  
**Alexandria K0C 1A0**  
613-525-3524  
If long distance ask  
operator for Zenith 35500

*Local Office*  
P. O. Box 40  
**Barry's Bay K0J 1B0**  
613-756-3506  
If long distance ask  
operator for Zenith 21370

*Local Office*  
4 Montreal Rd., 3rd Flr.  
**Cornwall K6H 1B1**  
613-932-3381  
If long distance ask  
operator for Zenith 35500

*Local Office*  
876 James St.  
**Hawkesbury K6A 1T9**  
613-632-1171  
If long distance ask  
operator for Zenith 35500

*Local Office*  
77 Mary St., 3rd Flr.  
**Pembroke K8A 5V4**  
613-735-1073

*Local Office*  
315 Raglan St. S.  
**Renfrew K7V 1R6**  
613-432-4886  
If long distance ask  
operator for Zenith 21370

*Peterborough Area Office*  
60 Hunter St. E.  
**Peterborough K9H 1G5**  
705-742-9292  
If long distance ask  
operator for Zenith 21370

*Local Office*  
322 Kent St. W.  
**Lindsay K9V 5E5**  
705-324-6128  
If long distance ask  
operator for Zenith 49740

*Local Office*

11 Simcoe St. N., Ste. 201  
**Oshawa L1G 4R7**  
 416-576-9001  
 If long distance ask  
 operator for Zenith 21370

*Local Office*

38 Walton St., Ste. 4  
**Port Hope L1A 1N1**  
 416-885-6386  
 If long distance check  
 blue pages of telephone directory

**NORTHERN REGION***Regional Director*

473 Queen St. E., 2nd Flr.  
**Sault Ste. Marie P6A 1Z5**  
 705-949-8052

*Sudbury Area and District Office*

111 Larch St., 8th Flr.  
**Sudbury P3E 4T5**  
 705-675-4515  
 If long distance dial  
 1-800-461-1167/9

*Local Office*

14 Young St.  
**Chapleau P0M 1K0**  
 705-864-0429

*Local Office*

P.O. Box 580  
**Espanola P0P 1C0**  
 705-869-1532

*Local Office*

Meredith/Eleanor Sts.  
 P.O. Box 358  
**Gore Bay**  
**Manitoulin Island P0P 1H0**  
 705-282-2288

*Local Office*

199 Larch St., 5th Flr.  
**Sudbury P3E 5P9**  
 705-675-4515  
 If long distance ask  
 operator for Zenith 35500  
 or dial  
 1-800-461-1167/9

*Sault Ste. Marie District Office*

123 March St., 3rd Flr.  
 Box 68  
**Sault Ste. Marie P6A 2Z5**  
 705-759-8244

*Local Office*

18 Philip Walk  
**Elliot Lake P5A 2S6**  
 705-848-5259

*North Bay Area Office*

222 McIntyre St. W., Ste. 406  
**North Bay P1B 2Y8**  
 705-474-4452

*North Bay District Office*

222 McIntyre St. W., Ste. 316  
**North Bay P1B 2Y8**  
 705-474-3540

*Local Office*

274 Manitoba Ave.  
 Box 838  
**Bracebridge P0B 1C0**  
 705-645-8718  
 If long distance ask  
 operator for Zenith 21370

*Local Office*

76 Church St.  
**Parry Sound P2A 1Z1**  
 705-746-2717  
 If long distance ask  
 operator for Zenith 21370



*Local Office*

Hwy. 11, Toronto Ave. N.  
Box 161

**South River P0A 1X0**

705-386-2571

If long distance ask  
operator for Zenith 35500

*Local Office*

63 William St., 3rd Flr.  
Box 160

**Sturgeon Falls P0H 2G0**

705-753-1611

If long distance ask  
operator for Zenith 35500

*Timmins District Office*

11 Elm St. N.

**Timmins P4N 6A3**

705-267-7901

If long distance ask  
operator for Zenith 21370

*Local Office*

241 Eighth St.  
Box 310

**Cochrane P0L 1C0**

705-272-4846

*Local Office*

1405 Edward St.

**Hearst P0L 1N0**

705-362-4238

*Local Office*

46 Queen St.  
Box 44

**Kapuskasing P5N 2Y1**

705-335-6108

*Local Office*

8 Hudson Bay Ave.  
Box 398

**Kirkland Lake P2N 2H7**

705-567-3391

If long distance ask  
operator for Zenith 21370

*Local Office*

Ontario Government Bldg.  
Box 160

Revillon Rd.

**Moosonee P0L 1Y0**

705-336-2984

*Local Office*

310 Whitewood Ave.  
Box 2260

**New Liskeard P0J 1P0**

705-647-7447

*Local Office*

11 Elm St. N.  
**Timmins P4N 6A3**  
705-267-7901

*Thunder Bay Area and District Office*

710 Victoria Ave., 3rd Flr.

**Thunder Bay P7C 5P7**

807-475-1345/1515

If long distance ask  
operator for Zenith 21370

*Local Office*

416 Main St.  
Box 1029

**Geraldton P0T 1M0**

807-854-1840

*Kenora/Rainy River District Office*

20 Main St. S., 2nd Flr.

**Kenora P9N 1S7**

807-468-3056

If long distance ask  
operator for Zenith 24100

*Local Office*  
475 Government Rd.  
Box 1020  
**Dryden P8N 3B3**  
807-223-2241

*Local Office*  
338 Scott St.  
Box 760  
**Fort Frances P9A 3N1**  
807-274-9846

*Local Office*  
104 Government Rd.  
Box 429  
**Keewatin P0X 1C0**  
807-547-2801  
If long distance ask  
operator for Zenith 21370

REGIONAL ORGANIZATION  
CHILDREN'S AND ADULTS' OPERATIONS  
FACILITIES FOR DEVELOPMENTALLY  
HANDICAPPED

COMSOC 9

Treatment and training programs and services for the developmentally handicapped are delivered through 11 government-operated and 11 local community board-operated **mental retardation** facilities which fall under regional jurisdiction. The facilities are listed below:

## CENTRAL REGION

*Adult Occupational Centre*  
**Edgar**  
Mailing address:  
P.O. Box 12000  
**Barrie L4M 4W3**  
705-728-6910

*Huronian Regional Centre*  
P.O. Box 1000  
**Orillia L3V 6L2**  
705-326-7361

## NORTHERN REGION

*Muskoka Centre*  
P.O. Box 280  
**Gravenhurst P0C 1G0**  
705-687-2201

*Northwestern Regional Centre*  
580 Algoma St. N.  
P.O. Box 3270  
**Thunder Bay P7B 5G4**  
807-345-0576

## SOUTHEASTERN REGION

*D'Arcy Place*  
700 D'Arcy St.  
P.O. Box 110  
**Cobourg K9A 4L5**  
416-372-3341

*Prince Edward Heights*  
P.O. Box 440  
**Picton K0K 2T0**  
613-476-2104

*Rideau Regional Centre*  
P.O. Box 2000  
**Smiths Falls K7A 4T7**  
613-283-5533

*C.P.R.I.*  
P.O. Box 2460  
Terminal A  
**London N6A 4G6**  
519-471-2540

*Midwestern Regional Centre*  
P.O. Box 400  
**Palmerston N0G 2P0**  
519-343-2015

*Oxford Regional Centre*  
P.O. Box 310  
**Woodstock N4S 7X9**  
519-539-1251

## SOUTHWESTERN REGION

*Southwestern Regional Centre*  
Hwy. 3 (West of Blenheim)  
Mailing address:  
P.O. Box 1000  
**Blenheim N0P 1A0**  
519-676-5431

## REGIONAL ORGANIZATION YOUTH CORRECTIONS PROGRAM

COMSOC 10

The Youth Corrections Program provides services to young people aged 12 to 15 years charged with an offence under the **Young Offenders Act**. Programs include residential services for **young people**: ordered into detention to await court; received a disposition of open or secure custody under the **YOA**. Community programs such as **probation**, community service orders, personal service orders are provided by probation officers. Probation officers also provide case management services for young person aged 12 to 15 years who receives a **YOA** disposition.

The custody/detention facilities administered through the Ministry's area offices, are small residences located throughout the province. For information regarding these programs, contact the nearest area office listed under the Ministry's Regional Organization. The Ministry's probation offices are listed below.



# JUVENILE PROBATION

71 Station St.  
**Ajax L1S 1S2**  
 416-683-1250/6

34 Simcoe St.  
 P.O. Box 910  
**Barrie L4M 1N1**  
 705-737-3801

199 Dundas St. E.  
**Belleville K8N 1E2**  
 613-966-9562

274 Manitoba Ave.  
 Box 63  
**Bracebridge P0B 1C0**  
 705-645-8718

20 Nelson St. W.  
 Ste. 201 and 203  
**Brampton L6X 2M5**  
 416-456-3430

38 Darling St., 3rd Flr.  
**Brantford N3T 6A8**  
 519-756-5790

51 King St. E.  
**Brockville K6V 1A8**  
 613-342-4033

Burlington Sq.  
 760 Brant St.  
**Burlington L7R 4B7**  
 416-639-5371

73 Water St.  
**Cambridge N1R 7L6**  
 519-623-1230 (Probation)  
 Court House  
 Munsey St.  
 Box 460  
**Cayuga N0A 1E0**  
 416-772-5303

48 Fifth St., 2nd Flr.  
**Chatham N7M 4V8**  
 519-352-5040

241 Eighth St.  
 Box 310  
**Cochrane P0L 1C0**  
 705-272-4348

168 Hurontario St.  
 Box 155  
**Collingwood L9Y 2M2**  
 705-445-3301

502 Pitt St., 2nd Flr.  
**Cornwall K6J 3R5**  
 613-938-1581

479 Government Rd.  
 Box 1020  
**Dryden P8N 3E3**  
 807-223-3321

9 Ontario St., Ste. 6  
**Elliot Lake P5A 2K3**  
 705-848-5259

71 Centre St.  
 Box 1090  
**Espanola P0P 1C0**  
 705-869-2601

338 Scott St.  
 Box 760  
**Fort Frances P9A 3N1**  
 807-274-3208

416 Main St.  
 Box 1029  
**Geraldton P0T 1M0**  
 807-854-0777

39 West St.  
 P.O. Box 403  
**Goderich N7A 4C7**  
 519-524-7780

60 Baker St.  
**Guelph N1H 4G1**  
519-822-7500

499 King St. E., 2nd Flr.  
St. John's Place  
**Hamilton L8N 1E1**  
416-525-0072

1405 Edward St.  
Box 806  
**Hearst P0L 1N0**  
705-362-5145

5465 Dundas St. W., 3rd Flr.  
**Islington M9B 1B4**  
416-233-3206

46 Queen St.  
Box 295  
**Kapuskasing P5N 2Y4**  
705-335-8573

General Delivery  
**Keewatin P0X 1C0**  
807-547-2864

736 Princess St.  
**Kingston K7L 1G3**  
613-545-4306

8 Hudson Bay Ave.  
**Kirkland Lake P2N 2H7**  
705-567-5297

322 Kent St. W.  
Box 7000  
**Lindsay K9V 5E5**  
705-324-6128

80 Dundas St.  
Court House  
Box 5600, Terminal 'A'  
**London N6A 2P3**  
519-679-7220

305 Midland Ave.  
**Midland L4R 3K5**  
705-526-3715

491 Steeles Ave. E.  
**Milton L9T 1Y7**  
416-878-0302

90 Dundas St. W., 2nd Flr.  
**Mississauga L5B 2T5**  
416-276-7670

713 Davis Dr.  
**Newmarket L3Y 2R3**  
416-895-1800

4701 St. Clair Ave.  
**Niagara Falls L2E 3S9**  
416-357-1066

222 McIntyre St. W., Ste. 310  
**North Bay P1B 2Y8**  
705-474-1519

Court House  
51 Zina St.  
**Orangeville L9W 1E5**  
519-941-1530

Main St.  
P.O. Box 309  
**L'Orignal K0B 1K0**  
613-675-4630/2379

80 Colborne St. W.  
**Orillia L3V 2Y7**  
705-325-7408

650 King St. E.  
Ste. 204  
**Oshawa L1H 1G5**  
416-723-1119

900 Lady Ellen Place E., Ste. 11  
**Ottawa K1Z 5L5**  
613-722-6507

945 Third Ave. E.  
P.O. Box 697  
**Owen Sound N4K 5R4**  
519-376-1951

3 Beechwood Dr.  
**Parry Sound P2A 1J2**  
705-746-5809

77 Mary St., 3rd Flr.  
**Pembroke K8A 5V4**  
613-735-1073

60 Hunter St. E.  
**Peterborough K9H 1G5**  
705-742-9292

38 Walton St., Ste. 4  
**Port Hope L1A 1N1**  
416-885-2133

110 James St.  
P.O. Box 176  
**St. Catharines L2R 7E8**  
416-685-4897

145 Curtis St.  
Provincial Court  
P.O. Box 277  
**St. Thomas N5P 3Z7**  
519-631-3430

720 Christina St. N.  
**Sarnia N7V 3C2**  
519-337-3735

123 March St., 5th Flr.  
**Sault Ste. Marie P6A 2Z5**  
705-759-8244

2500 Lawrence Ave. E., 2nd Flr.  
**Scarborough M1P 2R7**  
416-750-3387

Court House  
No. 3 Highway E.  
Box 605  
**Simcoe N3Y 4N4**  
519-428-0380

63 King St.  
P.O. Box 338  
**Sioux Lookout P0V 2T0**  
807-737-2162

100 Erie St.  
**Stratford N5A 2M4**  
519-271-5220

Ontario Government Bldg.  
199 Larch St., Main Flr.  
**Sudbury P3E 5P9**  
705-675-4515

710 Victoria Ave., 3rd Flr.  
**Thunder Bay P7C 5P7**  
807-475-1485

11 Elm St. N.  
**Timmins P4N 6A3**  
705-267-7901

194 Gerrard St. E.  
**Toronto M5A 2E6**  
416-923-4516

900 Dufferin St., Ste. 209  
**Toronto M6H 4B1**  
416-965-5177

2265 Keele St., Ste. 1  
**Toronto M6M 3Z7**  
416-248-3055

209 Cayley St., Rm. 106  
P.O. Box 1058  
**Walkerton N0G 2V0**  
519-881-0977



75 King St. S.  
Waterloo Sq.  
**Waterloo N2J 1P2**  
519-886-4700

250 Windsor Ave., 2nd Flr.  
**Windsor N9A 6V9**  
519-254-1651

54 Broadway Ave., Ste. 4  
**Wawa P0S 1K0**  
705-856-2303

42 Wellington St. N.  
**Woodstock N4S 6P3**  
519-537-5579

#### OPERATIONAL ISSUES AND SERVICES UNIT

COMSOC 11

Hepburn Block, 6th Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9  
416-963-2648

The unit is responsible for the provision of services such as Crown Ward Reviews, Volunteers, Emergency Social Services Planning, Child Abuse Register, specific Family Benefits Assistance related activities, overpayment recoveries, investigations, various Legislative Boards and public inquiries.

#### CHILD ABUSE REGISTER

COMSOC 12

700 Bay St., 2nd Flr.  
Toronto M7A 1E9  
416-965-5556

The Child Abuse Register, which is confidential with restricted access, contains information on all verified cases of **child** abuse that have occurred in Ontario since June 15, 1979. The Register is legislated under the **Child and Family Services Act**, 1984.

#### CROWN WARD REVIEW UNIT

COMSOC 13

700 Bay St., 2nd Flr.  
Toronto M7A 1E9  
416-963-3157

The unit performs an annual administrative review of each Crown Ward qualifying under Section 62(1) of the **Child and Family Services Act**, 1984. Staff submit reports to the Ministry, and to the Children's Aid Societies responsible for the care of Crown Wards.

#### EMERGENCY SOCIAL SERVICES PLANNING

COMSOC 14

700 Bay St., 2nd Flr.  
Toronto M7A 1E9  
416-963-2936

The Ministry coordinates and encourages planning for provision of Emergency Social Services in the event of a major disaster. This section liaises with the Federal government, and assists Regional and Area Offices in developing appropriate plans within the community.

**FAMILY BENEFITS ADMINISTRATION**

COMSOC 15

2195 Yonge St., 7th Flr.  
 Toronto M7A 1G1  
 416-965-5936

This unit administers the **Residual Family Benefits Assistance Programs**; ensures the initial and ongoing eligibility for **Family Benefits Assistance** of clients residing in **Mental retardation** facilities and Homes for Special Care (Residential Care, 965-3553); and verifies and authorizes expenditures on prescription glasses for clients (Vision Care 965-9073).

**CUSTOMER SERVICE**

COMSOC 16

Macdonald Block, Rm. M1-17  
 900 Bay St.  
 Queen's Park, Toronto M7A 1E9  
 416-965-7825  
 (collect calls accepted)

**Information** on Ministry services and programs, such as Family Benefits Assistance, General Welfare Assistance, programs for the Elderly, Child Care and Vocational Rehabilitation Services, is provided to Ministry clients and the general public by this section. It acts as a liaison between clients and local offices to resolve allowance disparities; refers callers to other information sources; and provides copies of various Ministry publications, upon request.

**OVERPAYMENT RECOVERY  
FOLLOW-UP SYSTEM (ORFUS)**

COMSOC 17

2195 Yonge St., 7th Flr.  
 Toronto M7A 1G1  
 416-965-3453/5311

Recovery of funds from clients who have been overpaid while in receipt of **Family Benefits Assistance** is undertaken by this unit. It negotiates and monitors payment schedules, and refers cases for legal action.

**VOLUNTEERS**

COMSOC 18

700 Bay St., 2nd Flr.  
 Toronto M7A 1E9  
 416-963-2936

This section coordinates and advises on the development of Volunteer programs for Ministry operations, such as facilities for the developmentally handicapped, Probation services, training schools, and the Senior Volunteer in Service Program. The section also serves as a Ministry focus for encouraging volunteerism in social services within the community, and administers the Ministry's **Volunteer Awards Program**.

**CHILD AND FAMILY SERVICES REVIEW BOARD**

COMSOC 19

700 Bay St., 2nd Flr.  
Toronto M5G 1Z6  
416-965-1871

The Child and Family Services Review Board provides a mechanism for appealing specific decisions made under the **Child and Family Services Act, 1984** and the **Day Nurseries Act, 1980**, such as recommendations made by Residential Placement Advisory Committees, refusal of placement by Adoption Licensees, and refusal or revocation of residential, adoption or day nurseries licences. In certain specified situations, the Board reviews a service provider's refusal to grant access to records, correct records, or provide adoption information, as well as allegations of unauthorized disclosure of records. The Board is established as an independent body, and its decisions are not subject to review by the Minister or an official of the Ministry.

**CUSTODY REVIEW BOARD**

COMSOC 20

700 Bay St., 2nd Flr.  
Toronto M5G 1Z6  
416-965-1871

Under the federal Young Offenders Act, the Youth Court may order a young person committed to a place of secure custody, open custody, or a residential setting under a probation order. Provincial directors appointed by the province make decisions on specific placements and the granting of temporary releases to the community. Upon application by a young person, the Board reviews these decisions and makes recommendations to the Provincial Director.

The Board also reviews plans for young persons made training school wards under previous legislation, and makes recommendations to the Minister regarding termination of wardship. The Custody Review Board operates jointly with the Ministry of Correctional Services.

**SOLDIERS' AID COMMISSION**

COMSOC 21

700 Bay St., 2nd Flr.  
Toronto M5G 1Z6  
416-965-4891

The Soldiers' Aid Commission provides emergency aid to **veterans** of World War I, II and the Korean War, in exceptional circumstances, who have exhausted all other sources of funds. The Commission is funded by the Ministry which provides administrative support, including preparation of cheques and maintenance of financial records.

**COMMUNITY SERVICES DIVISION**

**COMMUNITY SERVICES DIVISION**

COMSOC 22

Hepburn Block, 6th Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9  
416-965-6231

The Community Services Division is responsible for the development of policies and programs for **children**, the disabled, and the elderly.



The division consists of three branches, each representing the program areas: Children's Services, Elderly Services, and Services for Disabled Persons. Each branch is responsible for program policy and design, funding mechanisms, standards, program expertise, implementation, planning and pilot testing, program assessment and evaluation. The branches are described in separate entries.

#### PUBLIC EDUCATION AND PROGRAM PROMOTION UNIT

COMSOC 23

700 Bay St., 11th Flr.

Toronto M5G 1Z6

416-965-2311/2269

The unit develops and implements public information/education programs encouraging all segments of the community to provide the best possible quality of life for children, seniors and the disabled.

#### CHILDREN'S SERVICES BRANCH

COMSOC 24

Hepburn Block, 3rd Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-965-6237

This branch develops policies and programs for services under the **Child and Family Services Act, 1984**, including services for **Native People**, licensing of children's residential care facilities, confidentiality of and access to records, use of extraordinary measures, young offenders services and child welfare services. The branch is also responsible for operation of the Adoptions Disclosure Register, described separately.

Child Welfare services provided through **Children's Aid Societies** for the enhancement of family life, protection of **children** and prevention of child abuse and neglect, include support, counselling and supervision of children in their homes, and placement and care of children in foster and adoption homes or in children's residences by agreement with the family or by court order.

Child Treatment services by psychiatrists for severely disturbed children, may be provided through Ministry operated facilities or approved agencies in residential or non-residential programs, and usually in association with other helping professionals.

**Child and Family Intervention** services provided, through approved agencies, for children with social, emotional, or behavioral problems and their families, include assessment, **counselling** and life skills training, and may be residential or non-residential.

**Young Offenders** services are provided through approved agencies, contractual arrangements with service providers, and Ministry operated facilities for children 12-15 years of age who are in conflict with the law and subject to the Young Offenders Act or the Provincial Offences Act. Services include detention, pre-disposition reports, community service programs, probation supervision and open and secure custody.

Community Support services are designed to enhance the ability of communities to cope with change and to respond to the needs of children and their families. Services include primary prevention initiatives, and professional and community education offered through approved agencies, colleges, universities, professional associations, and community organizations.



**CHILDREN'S SERVICES BRANCH  
ADOPTION DISCLOSURE REGISTER**

COMSOC 25

700 Bay St., 2nd Flr.  
Toronto M7A 1E9  
416-965-0544

The Register provides a means by which adopted **adults** and their birth **parents**, adult birth siblings and birth grandparents can obtain identifying information about each other and meet if they wish. For information and/or an application form, call the Adoption Disclosure Register Clerk at 963-0709.

For information and referrals on private **adoption**, call 965-0544, and for step-parent, international and other adoptions, call 965-4881.

**ELDERLY SERVICES BRANCH**

COMSOC 26

700 Bay St., 9th Flr.  
Toronto M7A 1E9  
416-965-5422

The Elderly Services Branch is responsible for policy and program development for both community based and residential services for **seniors**. These include Municipal and Charitable **Homes for the Aged**, Elderly Persons' Centres, Home Support Services for the Elderly, Homemaker and Nurses Services, and the Integrated Homemaker Program.

**SERVICES FOR DISABLED PERSONS BRANCH**

COMSOC 27

700 Bay St., 11th Flr.  
Toronto M7A 1E9  
416-965-3242

This branch develops policies and programs for community-based and institutional services for **disabled** children and adults with developmental handicaps or physical disabilities, including head and spinal cord injuries and hearing or vision impairments.

The branch also liaises with other areas of government and consumer associations in developing policies and programs.

**FAMILY SERVICES AND INCOME MAINTENANCE DIVISION**

**FAMILY SERVICES AND  
INCOME MAINTENANCE DIVISION**

COMSOC 28

Hepburn Block, 6th Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9  
416-965-1181

The division consists of three branches, Income Maintenance, Child Care, and Family Support, and provides policy development, program design, research and evaluation pertaining to their programs.

## INCOME MAINTENANCE BRANCH

COMSOC 29

Hepburn Block, 3rd Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9  
416-965-2316

This branch develops policy and programs for Family Benefits, General Welfare Assistance and the Work Incentive Program.

## INCOME MAINTENANCE PROGRAMS

COMSOC 30

Hepburn Block, 3rd Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9  
416-965-2316

The purpose of the Ontario Government's Income Maintenance Program is to ensure that a responsive system of financial assistance enables persons in need to obtain a basic level of allowances and benefits and an opportunity for self-development and independence. Income maintenance programs, described individually in the entries that follow, include Family Benefits, General Welfare Assistance, Handicapped Children's Program, Vocational Rehabilitation Maintenance Allowances and the Work Incentive Program.

## INCOME MAINTENANCE PROGRAMS

COMSOC 31

## FAMILY BENEFITS

Hepburn Block, 3rd Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9

The Family Benefits Program provides **financial assistance** to persons in need for a prolonged period of time, including sole support **parents** raising children alone, **disabled persons**, the **blind**, permanently **unemployable** persons, foster **children**, qualified elderly **women** over 60 and persons aged 65 or over. If need is demonstrated, a monthly **allowance** and other benefits (**health insurance**, prescribed **drugs**, **dental** care, eyeglasses, hearing aids) are provided. The allowance for the disabled and the blind is also known as **GAINS-D (Guaranteed Annual Income System, Disabled)**. To apply for family benefits contact the area and local offices listed under this Ministry's Regional Organization entry.

## INCOME MAINTENANCE PROGRAMS

COMSOC 32

## GENERAL WELFARE ASSISTANCE

Hepburn Block, 3rd Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9

The General Welfare Assistance (**GWA**) Program provides short-term **financial assistance** to help pay for necessities when a person suffers loss of income. GWA is administered by municipalities and Indian Band Councils or by the Province in unorganized territories. GWA has four kinds of financial assistance based on need. General Assistance (**welfare**) provides for ordinary living expenses. Special Assistance provides for extraordinary living expenses, e.g. prescribed **drugs**, **dental** care, **prosthetics** (including eyeglasses, hearing aids),

and for **burials**. Supplementary Aid is issued for extraordinary living expenses (as above) to recipients of Family Benefits, Old Age Security, Spouse's Allowance, GAINS-A (senior citizens), or GAINS-D (blind and disabled). **Incentive Allowances** are paid to those under a work activity project. To apply for general welfare assistance, contact municipal welfare offices and Indian Band Councils. In unorganized territories, contact the area and local offices listed under this Ministry's Regional Organization entry.

**INCOME MAINTENANCE PROGRAMS  
HANDICAPPED CHILDREN'S PROGRAM**

COMSOC 33

700 Bay St.  
Toronto M7A 1E9

The Handicapped Children's Program has a special allowance for eligible families caring for severely **disabled children** in their own homes. Services are delivered through the area and local offices listed under this Ministry's Regional Organization entry.

**INCOME MAINTENANCE PROGRAMS  
VOCATIONAL REHABILITATION  
MAINTENANCE ALLOWANCES**

COMSOC 34

700 Bay St.  
Toronto M7A 1E9

This Program is designed to provide **financial assistance** as a monthly income to **disabled persons** enrolled in a training program and receiving services from the **Vocational Rehabilitation** program. Services are delivered through the area and local offices listed under this Ministry's Regional Organization entry.

**INCOME MAINTENANCE PROGRAMS  
WORK INCENTIVE PROGRAM**

COMSOC 35

Hepburn Block, 3rd Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9

The Work Incentive Program provides a cash allowance for 24 months to **disabled persons**, permanently **unemployable** people and sole-support **parents**, and other regular fringe benefits for 27 months to eligible Family Benefits recipients returning to full-time employment. To apply for work incentives, Family Benefits recipients should contact their fieldworker at the appropriate area or local office listed under this Ministry's Regional Organization entry.

**INCOME MAINTENANCE PROGRAMS  
SOCIAL ASSISTANCE REVIEW BOARD**

COMSOC 36

Macdonald Block, Room M1-56  
Queen's Park, Toronto M7A 1E9  
416-965-4787

The Board holds province-wide hearings of appeals by individuals regarding decisions on General **Welfare Assistance**, **Vocational Rehabilitation Services**, **Family Benefits** (financial allowances for single mothers, the blind and disabled, permanently unemployable fathers, foster children, severely handicapped children), **Guaranteed Annual Income System** **GAINS-D** (income supplement for the blind and disabled), and co-payment (exemption from payment for chronic care services provided under the **Health Insurance Act**).



**CHILD CARE BRANCH**

COMSOC 37

700 Bay St., 9th Flr.  
 Toronto M7A 1E9  
 416-965-3130

This branch is responsible for policy development and program design to facilitate service delivery at the area office level.

**Day Nurseries Program:** The area offices supervise and issue licences to nursery schools, day care centres and private home day care agencies. Information and consultation on program development, staffing, legislation and special day care programs (e.g., for native peoples, handicapped, etc.) are offered to community groups. The Ministry provides financial assistance to municipalities, approved incorporated groups, and Indian Band Councils to establish day nurseries. Municipalities receive financial assistance for eligible individuals seeking day care. Services are delivered through the area offices listed under this Ministry's Regional Organization entry.

**FAMILY SUPPORT BRANCH**

COMSOC 38

700 Bay St., 2nd Flr.  
 Toronto M7A 1E9  
 416-965-1818

The branch develops policy and programs for adults and families, such as Hostel Programs, Halfway Houses, Alcohol and Drug Recovery Homes, Counselling Services (including credit counselling), Family Violence Initiatives, Employment Initiatives and Work Activity Projects.

The **Municipal Hostel Program** is provided by municipalities under the General Welfare Assistance Act. **Municipalities** may purchase or provide room and board on an emergency, domiciliary and transient basis for needs tested persons or families. For further information, contact Municipal Social Service offices or the area and local offices listed under the Ministry's Regional Organization entry.

**Halfway House Programs** fall under the Charitable Institutions Act, and provide residential and counselling services for alcoholics, ex-offenders and other socially disadvantaged persons. Services are administered through the area and local offices listed under the Ministry's Regional Organization entry.

Core funding is available to informal, locally based support services, through the **Community and Neighbourhood Support Services Program** (CNSSP) to strengthen communities through community development activities and provide services such as parent education, self-help, outreach, referral, information provision and case management. Service funds, cost-shared to individual service area funding arrangements, are also available under the CNSSP.

Counselling Services may be provided or purchased by municipalities from family counselling agencies for persons in need, as defined under the General Welfare Assistance Act. For such services contact Municipal Social Service offices. The Ministry also purchases counselling services from agencies and community organizations under the Ministry of Community and Social Services Act. These services are administered through the area and local offices listed under the Ministry's Regional Organization entry.



General and financial counselling related to **debt** repayment is provided, under the Ministry of Community and Social Services Act, by non-profit **credit** counselling agencies, and administered by area and local offices listed under the Ministry's Regional Organization entry.

**Family Violence Initiatives** for women who are victims of **assault** and their **families** include Transition Houses, Family Resource Centres, Safe Homes, Crisis Telephone Lines, Emergency Transportation, and Non-Residential Counselling Services. Services are administered through area and local offices listed under the Ministry's Regional Organization entry, as well as municipalities.

The **Employment Opportunities Program (E.O.P.)**, a series of **employment** initiatives assisting long-term and potential long-term recipients of social assistance to become economically independent, includes Municipal employment programs such as **Employment Support Initiatives (E.S.I.)**, **Youth Employment Preparation (Y.E.P.)**, the **Municipal Employment Program** and **Municipal Job Developer (M.J.D.)**. Early Intervention programs include **Community Youth Supports (C.Y.S.)**, **Preparation for Independence (P.F.I.)**, and **FUTURES- Residential Component** for age transitional youth 15-21 years. Work experience programs such as the **Social Service Employment Program (S.S.E.P)** and **Summer and Part-time Student Employment Experience program** are also available. For further information on these programs, contact the Employment Liaison Officer through the Ministry's area offices.

**Work Activity Projects** are offered under the General Welfare Assistance Act. They provide life skills and employment preparation for long-term social assistance recipients. The program exists in a limited number of Municipal Social Service Departments. For information, contact local Municipal Social Services offices.

## FINANCE AND ADMINISTRATION DIVISION

### FINANCE AND ADMINISTRATION DIVISION

COMSOC 39

Hepburn Block, 6th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-965-4914

Corporate financial, human resource, audit, and administrative support is provided to senior management groups by this division. It has 3 sections reporting directly to the Assistant Deputy Minister: Employment Equity, Federal/Provincial Cost Sharing and Financial Advisory Services, and Special Projects.

The division also has six branches: Financial Planning and Corporate Analysis; Capital and Administrative Services; Accounts; Human Resources Planning & Program Design; Human Resources Management and Staff Development; Comprehensive Audit and Review.

**EMPLOYMENT EQUITY**

COMSOC 40

Hepburn Block, 7th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-963-1976/7

The Employment Equity Manager develops and coordinates the Affirmative Action Program within this Ministry to improve the status of Ontario Government female employees and other groups designated under the program.

**FEDERAL/PROVINCIAL COST SHARING AND  
FINANCIAL ADVISORY SERVICES SECTION**

COMSOC 41

700 Bay St., 12th Flr.

Toronto M7A 1E9

416-965-2291

As a corporate support group for financial and administrative management, this section formulates and monitors financial and administrative policies and standards, and develops and maintains the financial manpower management system. The objective is to improve the financial skills of non-financial staff through training seminars, and provide resource staff for project teams, emergencies and new developments. The section also advises officials of this Ministry, other ministries and heads of social service agencies, etc., on the Canada Assistance Plan, Vocational Rehabilitation of Disabled Persons, Established Programs Financing and Agreement Respecting Young Offenders. The section is available to conduct special investigations into the agency network.

**HUMAN RESOURCES MANAGEMENT AND  
STAFF DEVELOPMENT BRANCH**

COMSOC 42

880 Bay St., 4th Flr.

Toronto M7A 2B6

416-965-6211

The branch has a corporate mandate to develop policy, process and strategy in human resources planning, performance management, placement, and training and development. In these areas, the branch supports, advises and actively assists line management with implementation.

The **Library** and Learning Resources Unit (965-2300) provides access to reference services, Ministry publications, statutes, regulations and manuals for all Ministry employees. The unit is expanding its present services to include career planning information, training and development opportunities, and management information resources.

**FINANCIAL PLANNING AND CORPORATE  
ANALYSIS BRANCH**

COMSOC 43

Hepburn Block, 4th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-965-5104

This branch analyses and evaluates the financial and resource implications of Ministry programs, and coordinates estimates preparation, and multi-year financial planning.

CAPITAL AND ADMINISTRATIVE SERVICES  
BRANCH

COMSOC 44

Hepburn Block, 7th Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9  
416-965-5006

The branch offers municipalities, Indian Band Councils and non-profit or charitable organizations technical expertise and consultative services to establish facilities for **rehabilitation**, residential, and community and social services under various Acts administered by the Ministry. The Financial Section (965-9160) controls and processes **federal-provincial** transfer payments for establishing and renovating these facilities, and maintains **statistics** on them.

The branch also supplies the Ministry with administrative services, including purchasing of goods and services, supply management, printing and duplicating, mail, transportation, assets management and development and maintenance of manuals. In liaison with the Ministry of Government Services, the branch coordinates common services such as telephones, acquisition and design of office accommodation, and purchasing of commonly used supplies.

## ACCOUNTS BRANCH

COMSOC 45

Hepburn Block, 5th Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9  
416-965-2371

The Accounts Branch performs general accounting functions, including payroll and expense account services, accounts payable, and financial liaison with Management Board of Cabinet, the Provincial Auditor and other government ministries and agencies.

HUMAN RESOURCES PLANNING AND  
PROGRAM DESIGN BRANCH

COMSOC 46

Hepburn Block, 5th Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9  
416-965-7991

This branch works mainly in an advisory capacity with human resource program delivery Staff, and line managers whose prime task is personnel matters within their regions. Branch responsibilities include the establishment of Ministry personnel policies and procedures, employee classification and compensation levels, investigation of employee grievances, occupational health & safety, and all matters affecting working conditions. The branch also coordinates the Ministry's **youth employment** program, and liaises with the Human Resources Secretariat, Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU). Assistance is provided by the Capital and Administrative Services Branch, which maintains a Records Registry of personnel, payroll and employee benefits records.



**COMPREHENSIVE AUDIT & REVIEW BRANCH**

COMSOC 47

700 Bay St., 10th Flr.

Toronto M5G 1Z6

416-965-5214

This branch examines programs and services that are directly operated by the Ministry or funded through transfer payments, and ensures adequacy of financial and management control mechanisms and compliance with Ministry and government directions.

The branch determines if funds and public property are being adequately safeguarded and provides management with relevant information. It ascertains whether legislative, central agency, and Ministry directions are followed with due regard for economy and efficiency of operations, and examines the appropriateness of evaluation procedures.

**INFORMATION SYSTEMS AND APPLIED TECHNOLOGY DIVISION****INFORMATION SYSTEMS AND APPLIED TECHNOLOGY DIVISION**

COMSOC 48

Hepburn Block, 6th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-965-0996

The division is responsible for putting a modern, integrated and workable technology environment in place, across the Ministry, by developing Ministry-wide systems and data bases, and implementing office automation, computing power and networks appropriate to the Ministry's structure. The development of technology and application to Ministry clients, and new technological approaches to program design, planning and delivery are also explored. The division consists of three branches: Strategic Systems Development, Technology Support, and Program Technology.

**STRATEGIC SYSTEMS DEVELOPMENT BRANCH**

COMSOC 49

880 Bay St., 6th Flr.

Toronto M7A 2B6

416-965-3613

The branch is responsible for the creation of an integrated information systems environment across the Ministry; development of all new Ministry systems and data bases; introduction of office automation hardware and software; user training; technical planning; support and information resource management, including records management; and development of an automation strategy for transfer payment agencies.

**TECHNOLOGY SUPPORT BRANCH**

COMSOC 50

2195 Yonge St., 7th Flr.

Toronto M7A 1G2

416-965-5142

The implementation of corporate systems, end-user computing, systems maintenance, client services and support, network operations, centralized production support, and the Comprehensive Income Maintenance System project fall under this branch.

PROGRAM TECHNOLOGY BRANCH

COMSOC 51

16 Broadalbane St., 1st Flr.  
Toronto M4Y 1C3  
416-965-3204

Identifying and adopting emerging technology to aid clients and improve program design and delivery methods is the responsibility of this branch.

ACTS

ACTS

COMSOC 52

The Ministry of Community and Social Services is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact this Ministry's legal services or communications branch.

Charitable Institutions Act

R.S.O. 1980, Chapter 64

Child and Family Services Act, 1984

S.O. 1984, Chapter 55

Child Welfare Municipal Payments Continuance Act, 1976

S.O. 1976, Chapter 58 (not part of 1980 consolidation)

Child Welfare Validation of Adoption Orders Act, 1980

S.O. 1980, Chapter 58 (not part of 1980 consolidation)

Day Nurseries Act

R.S.O. 1980, Chapter 111

Developmental Services Act

R.S.O. 1980, Chapter 118

District Welfare Administration Boards Act

R.S.O. 1980, Chapter 122

Elderly Persons Centres Act

R.S.O. 1980, Chapter 131

Family Benefits Act

R.S.O. 1980, Chapter 151

General Welfare Assistance Act

R.S.O. 1980, Chapter 188

Homemakers and Nurses Services Act

R.S.O. 1980, Chapter 200

Homes for Retarded Persons Act

R.S.O. 1980, Chapter 201

Homes for the Aged and Rest Homes Act

R.S.O. 1980, Chapter 203

Indian Welfare Services Act

R.S.O. 1980, Chapter 214

Jewish Family and Child Service of Metropolitan Toronto Act

S.O. 1980, Chapter 105

Ministry of Community and Social Services Act

R.S.O. 1980, Chapter 273

Soldiers' Aid Commission Act

R.S.O. 1960, Chapter 377 (not part of 1980 consolidation)

Soldiers' Aid Commission Amendment Act, 1970  
S.O. 1970, Chapter 83 (not part of 1980 consolidation)  
Vocational Rehabilitation Services Act  
R.S.O. 1980, Chapter 525  
Young Offenders Implementation Act, 1984  
S.O. 1984, Chapter 19



## MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS

555 Yonge St.  
Toronto M7A 2H6

Established on November 24, 1966, the Ministry of Consumer and Commercial Relations was originally called the Department of Financial and Commercial Affairs. It consisted of three divisions, Consumer Protection, Superintendent of Insurance, and the Ontario Securities Commission, and administered 13 acts previously assigned to the Attorney General and Ministry of Justice. In 1972, the Department underwent extensive reorganization and acquired its present name. Today, it consists of four divisions, as well as numerous boards, commissions and branches, and administers 55 different acts.

The Ministry's programs, which affect business and the consumer, include: licensing, registration and inspection of business establishments to promote a high level of ethical business conduct; licensing and inspection of technical and operational situations to ensure safety; registration of documents related to all aspects of real and personal property ownership; maintenance of a reasonable standard of decency in films shown in Ontario; and control of the use and availability of beverage alcohol.

### DEPUTY MINISTERS' OFFICE

#### LEGAL SERVICES

10 Wellesley St. E., 5th Flr.  
Toronto M7A 2J3  
416-963-0338

CCR 1

Legal Services counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. The office also performs general legal services, such as rendering opinions, settling claims, and attending court hearings, administrative tribunals, etc.. Legal services are supplied by the Ministry of the Attorney General.

#### POLICY AND PLANNING BRANCH

555 Yonge St., 8th Flr.  
Toronto M7A 2H6  
416-963-0309

CCR 2

The Policy and Planning Branch provides an advisory support function to the Minister, Deputy Minister, Ministry Policy Committee and senior management in the areas of policy development, strategic directions, research, policy analysis and program evaluation. The branch also administers the Ministry food price monitoring program and publishes the quarterly report.

### SUPPORT SERVICES DIVISION

#### SUPPORT SERVICES DIVISION

10 Wellesley St. E., 6th Flr.  
Toronto M7A 2H8  
416-963-2559

CCR 3

The division coordinates the functions of four branches to provide support services for the Ministries of Consumer and Commercial Relations and Financial Institutions. Adminis-

tering implementation of, and compliance with, the Freedom of Information and Privacy Act within the two Ministries, and functioning as a liaison between the Ministry of Consumer and Commercial Relations and its agencies are also division responsibilities.

#### FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE

CCR 4

10 Wellesley St. E., 5th Flr.  
Toronto M7A 2J3  
416-963-3671

The Freedom of Information and Protection of Privacy (FOI) Coordinator responds to requests for information made by the public under the Freedom of Information Act; monitors implementation within the Ministry of the government's policy on the protection of individual privacy (with respect to personal information); and provides information to the public through the FOI Reading Room at 555 Yonge Street.

#### FRENCH LANGUAGE SERVICES

CCR 5

10 Wellesley St. E., 6th Flr.  
Toronto M7A 2H8  
416-963-0346

The French Language Services Coordinator is responsible for implementation within the Ministry, of the government's policy on providing French language services to the French-speaking public of Ontario.

#### SERVICES EN FRANÇAIS

Le coordonnateur des services en français de ce Ministère est responsable de la mise en oeuvre et du contrôle de la politique du gouvernement en matière de services en langue française (services aux francophones de cette province).

#### COMMUNICATIONS SERVICES BRANCH

CCR 6

555 Yonge St.  
Toronto M7A 2H6  
In Toronto, call:  
News and Information Section, 963-0339  
Consumer Information Centre, 963-1111  
TTY(Visual Ear), 963-0808  
Outside Toronto, dial 1-800-268-1142  
Area Code 807, call collect 416-963-1111

This branch establishes communications policy for the Ministry, advises other branches on related problems, and provides communications support to the Minister and the Deputy Minister. The branch is comprised of the News and Information Section and the Consumer Information Centre.

The News and Information Section informs the public, client groups and the media about the Ministry's activities; develops all communications programs for the Ministry; and produces and distributes publications, audio-visual materials, and news releases.

The **Consumer Information Centre** offers a bilingual information service to the general public. Deaf or hearing handicapped and speech handicapped persons using the Visual Ear or teletype (TTY) network service can also contact the Centre. Its **library** (963-0200) provides **consumer** and **business** resource materials, previewing of materials by mail for

consumer educators, and consumer education services for professionals working in the field. The attached Ministry **reading room** allows public access to Ministry publications, statutes, manuals and internal procedures.

#### FINANCE AND ADMINISTRATIVE SERVICES BRANCH

CCR 7

##### FINANCE SECTION

10 Wellesley St. E., 4th Flr.  
Toronto M7A 2J3  
416-963-0261

The Finance Section provides all programs of the Ministry of Consumer and Commercial Relations and the Ministry of Financial Institutions with planning, management and accounting services, such as payroll reconciliation, accounts payable, financial reporting, estimates submission, budget variance analysis and M.B.R. (Management by Results) reporting. It processes all revenue received by the Ministries and develops policies and procedures for financial forecasting, control and management performance reporting systems. The section also serves as a liaison with central agencies such as the Management Board of Cabinet, the Ministry of Treasury and Economics, and the Ministry of Government Services' Computer and Telecommunication Services Division.

#### FINANCE AND ADMINISTRATIVE SERVICES BRANCH

CCR 8

##### ADMINISTRATIVE SERVICES SECTION

10 Wellesley St. E., 6th Flr.  
Toronto M7A 2H8  
416-963-0396

The Administrative Services Section coordinates purchasing, printing, duplicating, mail services, transportation, records and forms management, assets management, employees IDs, and maintenance of policy and procedures manuals (e.g., Management Board Directives and Guidelines) for the Ministry of Consumer and Commercial Relations and the Ministry of Financial Institutions. Liaison is provided with the Ministry of Government Services for acquisition and design of office accommodation, parking, telephones and purchasing of commonly used supplies. The section also handles occupational health and safety issues in the Ministry.

#### INTERNAL AUDIT BRANCH

CCR 9

101 Bloor St. W., 3rd Flr.  
Toronto M7A 2H8  
416-963-0435

The Internal Audit Branch assists all levels of management in the Ministry of Consumer and Commercial Relations and the Ministry of Financial Institutions in achieving program objectives by: providing assurance that control processes are satisfactory; furnishing timely recommendations for improving the economy and efficiency of operational and E.D.P. (electronic data processing) activities; and assessing the adequacy of established criteria to measure program effectiveness. The physical, human and information assets of the Ministry are safeguarded by evaluating the adequacy of financial, operational and management controls. The branch also ascertains the extent of compliance with established Ministry and Government policies and guidelines.



**HUMAN RESOURCES BRANCH**

CCR 10

10 Wellesley St. E., 7th Flr.  
 Toronto M4Y 1G2  
 416-963-0281

The Human Resources Branch works mainly in an advisory capacity with line managers whose primary task is personnel matters within their units. The branch is responsible to the Ministry of Consumer and Commercial Relations and the Ministry of Financial Institutions for personnel policies and procedures; staff training and development; coordination of management development manpower planning; research into personnel-related issues and programs; coordination of the Employment Equity Program (described below); establishment of employee classification and compensation levels; staff recruitment; employee counselling; investigation of employee grievances, and all matters affecting working conditions and performance. Personnel, payroll, attendance and employee benefit records are maintained for the Ministries. The branch also liaises with the Human Resources Secretariat, Civil Service Commission, Management Board of Cabinet, and Ontario Public Service Employees Union (OPSEU).

The **Employment Equity** Office develops, coordinates, and evaluates Employment Equity Programs for the Ministry of Consumer and Commercial Relations and the Ministry of Financial Institutions in order to improve the employment status of women, visible minorities, persons with disabilities, francophones and native peoples.

**INFORMATION TECHNOLOGY DIVISION**

CCR 11

543 Yonge St., 3rd Flr.  
 Toronto M7A 2H8  
 416-963-0533

The division, which consists of the Information Technology Planning Branch and Information Systems Services Branch, is responsible for the effective planning and implementation of information technology in the Ministry. Consulting services relating to computing, data processing, general office automation and other information technologies are provided. The division both develops and maintains information systems. It also liaises with central agencies, such as Management Board of Cabinet and the Ministry of Government Services' Computer and Telecommunication Services Division, as well as external bodies and private sector suppliers.

**BUSINESS PRACTICES DIVISION**
**BUSINESS REGULATION BRANCH**  
**CENTRAL REGISTRATION SECTION**

CCR 12

555 Yonge St., 4th Flr.  
 Toronto M7A 2H6  
 416-963-0444

The Central Registration Section maintains a central file of **businesses** or persons registered under the following Acts: **Consumer Protection** (registration and bonding of itinerant sellers), **Consumer Reporting** (credit reporting and personal investigation agencies), **Collection Agencies**, **Motor Vehicle Dealers**, **Real Estate and Business Brokers**, **Travel Industry**.

The section also answers inquiries on whether a business is registered under these Acts. For the central file of registrants, new applications, renewals and revisions, call 963-0444.



**MOTOR VEHICLE DEALERS ACT**

CCR 13

555 Yonge St., 3rd Flr.  
 Toronto M7A 2H6  
 416-963-0411

The Registrar's office administers the Motor Vehicle Dealers Act for the control and supervision of dealers and salespersons of new and used **motor vehicles**. The Ministry's Central Registration Section performs the **registration** function for dealers and salespersons and maintains a central file. (For registrants, new applications, renewals and revisions, call 963-0444.) Complaints concerning the purchase and sale of motor vehicles are handled by the Consumer Services Bureaux (listed under this Ministry's Consumer Services Branch entry).

The **Motor Vehicle Dealers Compensation Fund** is also administered through this office. All **claims** and enquiries should be directed to the above address.

**REAL ESTATE AND BUSINESS BROKERS ACT**

CCR 14

555 Yonge St., 3rd Flr.  
 Toronto M7A 2H6  
 416-963-0406

The Real Estate and Business Brokers Act protects Ontario consumers through **registration** of **real estate** and business **brokers** and salespersons. Registration records are maintained by the Ministry's Central Registration Section (registrants, new applications, renewals and revisions, call 963-0444). Before foreign land can be sold in Ontario, sellers must provide prospective buyers with an accurate description of the **real property** and terms of sale. Inspectors check the description for accuracy. Complaints regarding real estate and business brokers are handled by the Consumer Services Bureaux (listed under this Ministry's Consumer Services Branch entry).

**TRAVEL INDUSTRY ACT**

CCR 15

555 Yonge St., 3rd Flr.  
 Toronto M7A 2H6  
 416-963-0418

To protect the financial interests of Ontario travellers, and ensure ethical conduct and good **travel** service, the Travel Industry Act requires the **registration** of travel agents and wholesalers. The Ministry's Central Registration Section performs the registration function and maintains a central file (registrants, new applications, renewals and revisions, call 963-0444). Consumer complaints are handled by the Consumer Services Bureaux (see list under this Ministry's Consumer Services Branch entry).

The **Travel Industry Compensation Fund** is administered through the office. All **claims** and enquiries should be directed to the above address.

**BUSINESS PRACTICES DIVISION**

BAILIFFS, COLLECTION AGENCIES,  
CONDOMINIUMS,  
CONSUMER PROTECTION, CONSUMER  
REPORTING,  
DEBT COLLECTORS,  
DISCRIMINATORY BUSINESS PRACTICES,  
PAPERBACK AND PERIODICAL DISTRIBUTORS  
ACTS

CCR 16

555 Yonge St., 3rd Flr.

Toronto M7A 2H6

416-963-0366

416-963-0414 (Condominium Act)

416-963-0331 (Consumer Protection Act)

This office administers the **Bailiffs, Collection Agencies, Condominiums, Consumer Protection, Consumer Reporting, Debt Collectors, Discriminatory Business Practices, and Paperback and Periodical Distributors Acts**. The Registrar ensures the protection of Ontario **consumers** through control and supervision of **bailiffs, collection agencies, consumer reporting agencies** (**credit** and personal information investigation), direct sellers and distributors of paperback **books** and **periodicals**. This office arranges appointments under the **Bailiffs Act**, and registration under the **Paperback and Periodical Distributors Act**. The Ministry's Central Registration Section accepts the applications of businesses under the other Acts (Central File: 963-0444). Consumer complaints relating to all these Acts, (except for bailiffs which are handled by district sheriffs), should be directed to the Consumer Services Bureau (see list under this Ministry's Consumer Services Branch entry).

The **Condominium Act**, which governs condominium ownership, is particularly responsive to consumer needs. It is a self-administering Act, and problems that cannot be resolved through persuasion must be resolved by the courts. The administrator of the Condominium Act may answer queries regarding the Act but may not act as a lawyer, judge of prosecutor. Inquiries should be directed to 963-0414.

**CEMETERIES REGULATION SECTION**

CCR 17

101 Bloor St. W., 6th Flr.

Toronto M5S 2Z5

416-963-0511

The Cemeteries Regulation Section administers the **Cemeteries Act**, which regulates operation of all **cemeteries, crematoria, mausolea, columbaria** and burial grounds. The section also answers inquiries and investigates **consumer complaints** about cemeteries and **burials**, and advises cemetery owners. No special legislation exists for monument dealers. For information, contact this office or the regional offices listed below.

119 King St. W.  
**Hamilton L8N 3Z9**  
 416-521-7557  
 (Brant, Haldimand-Norfolk,  
 Halton, Peel, Simcoe,  
 Hamilton-Wentworth, Niagara,  
 Wellington, York)

1055 Princess St., Ste. 202  
**Kingston K7L 5T3**  
 613-545-4465  
 (Frontenac, Haliburton,  
 Hastings, Lennox and Addington,  
 Northumberland, Peterborough,  
 Prince Edward, Victoria,  
 Durham, Muskoka, Algoma,  
 Kenora, Rainy River,  
 Thunder Bay)

80 Dundas St.  
 P. O. Box 5600  
 Postal Terminal 'A'  
**London N6A 2P3**  
 519-679-7150  
 (Elgin, Essex, Huron, Kent,  
 Lambton, Middlesex, Perth,  
 Oxford, Waterloo, Grey,  
 Bruce, Dufferin)

10 Rideau St., 2nd. Flr.  
**Ottawa K1N 9J1**  
 613-566-3878  
 (Lanark, Leeds and Grenville,  
 Nipissing, Ottawa-Carleton,  
 Prescott and Russell, Renfrew,  
 Stormont, Dundas and Glengarry,  
 Sudbury District, Regional  
 Municipality of Sudbury,  
 Manitoulin, Cochrane,  
 Timiskaming, Parry Sound)

101 Bloor St. W., 6th Flr.  
**Toronto M5S 2Z5**  
 416-963-0511  
 (Metropolitan Toronto)

## CONSUMER SERVICES BRANCH

555 Yonge St., 2nd Flr.  
 Toronto M7A 2H6  
 416-963-0321  
 Consumer Services Bureau 416-963-0321  
 Investigation & Enforcement 416-963-0302

CCR 18

The Consumer Services Branch mediates and processes consumer complaints, investigates alleged infractions, and inspects registrants under all Acts dealing with consumer protection. Officers are available to speak to consumer and business groups on consumer protection matters. The branch is divided into two sections, **Consumer Services Bureaux** and **Investigation and Enforcement**.

**Consumer Services Bureaux** across Ontario answer consumer inquiries and attempt to mediate complaints arising from the purchase of goods or services (e.g., consumer rights regarding contracts), borrowing money, and deceptive or unfair business practices. Eight bureaux handle complaints under these Acts: **Bailiffs** (private bailiffs); **Business Practices** (which specifies practices considered to be deceptive, unfair or unconscionable, and provides the consumer with redress procedure); **Collection Agencies**; **Consumer Protection** (e.g., finance charges on credit purchases and loans); **Consumer Reporting** (credit reporting and personal investigation agencies); **Discriminatory Business Practices** (e.g., discrimination in the business community on the basis of race, creed, colour, nationality, ancestry,



place of origin, sex or geographical location); **Motor Vehicle Dealers**, (e.g., purchase of motor vehicles), **Paperback and Periodical Distributors** (wholesalers of paperback books and periodicals); **Real Estate and Business Brokers**; **Travel Industry** (travel agents and wholesalers). The bureaux across the Province are listed below.

119 King St. W., 5th Flr.  
P. O. Box 2112  
**Hamilton L8N 3Z9**  
416-521-7554

80 Dundas St.  
Box 5600, Terminal 'A'  
**London N6A 2P3**  
519-679-7150

10 Rideau St., 2nd Flr  
**Ottawa K1N 8X5**  
613-566-3878

139 George St. N.  
**Peterborough K9J 3G6**  
705-743-8728

199 Larch St., 5th Flr.  
**Sudbury P3E 5P9**  
705-675-4378

435 James St. S.  
P. O. Box 5000  
**Thunder Bay P7C 5G6**  
807-475-1641

555 Yonge St., 8th Flr.  
**Toronto M7A 2H6**  
416-963-0321

250 Windsor Ave., 6th Flr.  
**Windsor N9A 6V9**  
519-254-6413

**ENTERTAINMENT STANDARDS BRANCH**  
**THEATRES SECTION**  
1075 Millwood Rd.  
Toronto M4G 1X6  
416-421-2462

CCR 19

The Theatres Section, which administers the amended Theatres Act, is responsible for the **safety** of film theatre-goers in Ontario; the approval for public exhibition and distribution of all 35mm, 16mm, and 8mm film and **videotape**; and the approval of all printed **advertising** related to the public exhibition of film.

To achieve these ends, the section issues **licences** to **theatres** exhibiting standard film in the province and monitors them through regular inspection; tests and licences **projectionists**; and licences **film** distributors, **film exchanges**, **video retailers** and distributors, and projection equipment (including videotape machines) that are operated for public exhibition.

The section also provides administration for the **Ontario Film Review Board**. Present criteria for approval and classification of films and videos are based on guidelines prescribed by the **Amended Theatres Act**, 1984.

Information packages, including the section's history and Ontario Film Review Board procedures and guidelines, may be obtained from this Ministry's Consumer Information Centre, 555 Yonge St., Main Floor, Toronto (963-1111). The monthly screening report on films and the monthly report on eliminations requested in films and videos are also on file at the Centre.

**ENTERTAINMENT STANDARDS BRANCH  
 LOTTERIES SECTION**

CCR 20

10 Wellesley St. E., 6th Flr.

Toronto M7A 2H8

416-963-0272

The Lotteries Section supervises, controls and issues licences to all **lottery**, bingo, raffle, and **games of chance** operators in Ontario covered under the **Criminal Code of Canada**. Copies of the regulations are available on request. The section does not have jurisdiction over the activities of the Ontario Lottery Corporation (see entry under Ministry of Tourism and Recreation).

**ENTERTAINMENT STANDARDS BRANCH  
 ATHLETICS COMMISSIONER**

CCR 21

555 Yonge St., 3rd Flr.

Toronto M7A 2H6

416-963-0844

The Athletics Commissioner administers the **Athletics Control Act**, and is responsible for the proper conduct of all professional combative **sports** in Ontario. The Commissioner maintains liaison with **community centres** and **arenas**, and issues licences to professional **boxers**, **kickboxers** and **wrestlers** and all officials involved in these sports.

**ONTARIO NEW HOME WARRANTY PROGRAM**

CCR 22

600 Eglinton Ave. E.

Toronto M4P 1P3

416-488-6000

The Ontario New Home Warranty Program (NHWP) is a self-financing, non-profit corporation which administers the Ontario **New Home Warranties Plan Act**. This Act requires the **registration** of all **builders** of new homes, including **condominiums** and **mobile homes** placed on permanent foundations for year-round occupancy. A warranty to a maximum of \$50,000 ensures that new and previously unoccupied **houses** are free from defects in workmanship and material for one year. Purchasers should obtain a certificate under the Warranty Program, and deal directly with the builder during the first year after purchase. The Program covers major structural defects up to a maximum of \$50,000 for an additional four years. Deposit monies paid to builders are covered up to a maximum of \$20,000. The corporation will handle **consumer complaints** from buyers of new homes. However, buyers must inform both the builder and the Warranty Program in writing of any problems occurring before the expiration of the first year, or before the end of the fifth year in the case of major structural defects. The Program has regional offices in Hamilton, Kitchener, Ottawa, Sudbury and Thunder Bay listed in the white pages of the local telephone directory under Ontario New Home Warranty Program. Under certain circumstances, builders, vendors, or house owners can request assistance to resolve disputes through the **Commercial Registration Appeal Tribunal**. The Warranty Program issues a quarterly publication, 'The Link', to all registered builders and vendors.

The warranty provisions outlined above do not reflect the extension and limitations which exist. For details, please contact the Warranty Program.

**TECHNICAL STANDARDS DIVISION****TECHNICAL STANDARDS DIVISION**

CCR 23

3300 Bloor St. W., 4th Flr.  
 Etobicoke M8X 2X4  
 416-239-2714

The Technical Standards Division sets design **standards** for equipment and machinery which may affect public **safety**, and carries out inspections to ensure that safety standards are met. Programs of this division are described in separate entries.

A divisional **library** (239-2714) provides access to some of the Ministry's publications, regulations, standards, manuals and internal procedures.

**PRESSURE VESSELS SAFETY BRANCH**

CCR 24

3300 Bloor St. W., 3rd Flr.  
 Etobicoke M8X 2X4  
 416-239-7796

The branch strives to minimize the loss of life and property arising from the operation of **boilers** and **pressure vessels**. Under the **Boilers and Pressure Vessels Act** and the **Operating Engineers Act**, the branch ensures **safety** by reviewing boiler and pressure vessel designs and **welding** procedures, and performing inspections during fabrication and installation, and periodically thereafter if the vessel is uninsured. Other responsibilities include inspecting major repairs to all boilers and pressure vessels; qualifying and issuing **licences** to **welders**; **registering** and classifying **steam**, **refrigeration** and **compression** plants; issuing licences to their operators and **operating engineers**, and investigating related **accidents**. For administering the inspection and welder testing segments of the program, the province is divided into four regions, listed below.

119 King St. W., 5th Flr.  
**Hamilton L8N 3Z9**  
 416-521-7560  
 (Southwest Ontario)

3300 Bloor St. W.  
**Etobicoke M8X 2X4**  
 416-239-7796  
 (East Toronto; West Toronto  
 and Northern Ontario)

30 Duke St. W., 4th Flr.  
**Kitchener N2H 3W5**  
 519-749-1816  
 (West Ontario)

**ELEVATING DEVICES BRANCH**

CCR 25

Shipp Centre - West Tower  
 3300 Bloor St. W., 3rd Flr.  
 Etobicoke M8X 2X4  
 416-239-7361

The Elevating Devices Branch administers the **Elevating Devices Act** which applies to elevators, escalators, **dumbwaiters**, moving walks, **platform lifts**, **ski lifts**, lifts for the **disabled** and **construction hoists**, and the **Amusement Devices Act** which covers **go-karts**, amusement rides and **water slides**. Elevating and amusement devices are inspected and



licenced. Inspection is a requirement in both Acts and all devices are inspected before initial licensing to ensure compliance with adopted **safety** standards and the registered design or dossier submitted. The operation of non-conforming or unsafe devices must be suspended. In the case of elevating devices, **contractors** installing, maintaining and repairing these devices must be **registered** with the branch and monitored. For amusement devices, controllers (business owners) are licenced and subsequently monitored. Individual devices must have a permit renewed annually.

The branch initiates and issues safety rulings, maintains a data bank of technical and statistical information, and participates in the development of safety codes through the **Canadian Standards Association** and international standards-making organizations. Field inspection operations are managed from the main Toronto office. Inspectors are located at head office and various district field offices throughout the province, as listed below. The engineering and field management staff combine expertise to investigate **accidents**, incidents and **consumer complaints** and undertake complex technical investigations to resolve problems.

**Etobicoke (Head Office)**

416-239-7361

**Ottawa**

613-566-3806

**Hamilton**

416-521-7558

**Sudbury**

705-675-4381

**Kingston**

613-389-7443

**Thunder Bay**

807-475-1641

**Kitchener**

519-749-1613

**Windsor**

519-254-3739

**London**

519-679-7150

**FUELS SAFETY BRANCH**

3300 Bloor St. W., 4th Flr.

Etobicoke M8X 2X4

416-239-2948

CCR 26

The Fuels Safety Branch, which enforces the **Ontario Energy Act** and the **Gasoline Handling Act**, strives to prevent loss of life, bodily injury and property damage by controlling potential safety hazards in the transportation, transmission, distribution, storage and utilization of **fuels** such as **natural gas**, **oil**, **propane**, and **gasoline**. The branch issues **licences** to gasoline service stations, propane facilities and companies which distribute natural gas and oil; **registers contracting** companies which do work covered under the Energy Act or the Gasoline Handling Act; issues **certificates** to natural gas and propane fitters and handlers and oil-burner mechanics; and audits all of these operations on a spot-check basis.

**Etobicoke**

416-239-2948

**Hamilton**

416-521-7559

**Kingston**  
613-389-2830

**Thunder Bay**  
807-475-1600

**London**  
519-679-7150

## UPHOLSTERED AND STUFFED ARTICLES

CCR 27

**BRANCH**  
3300 Bloor St. W., 3rd Flr.  
Etobicoke M8X 2X4  
416-239-4853

The branch administers the **Upholstered and Stuffed Articles Act** and ensures **safety** by **registering** renovators and manufacturers and inspecting premises of registrants and retailers of **upholstered and stuffed articles**. Responsibilities include investigating **consumer complaints** about stuffed furniture, mattresses, pillows, clothing materials, toys, etc., and testing filling materials for compliance with the regulations. Field offices listed below carry out the same inspection and complaint investigation functions as the head office, and pick up samples of filling materials for submission to head office for testing. There are two branch field offices, listed below.

Mr. Tom MacRae  
80 Dundas St., Main Flr.  
P. O. Box 5600, Terminal 'A'  
**London N6A 2P3**  
519-679-7150  
(Western)

Mr. J.J. Richard  
10 Rideau St., Ste. 200, 2nd Flr.  
**Ottawa K1N 9J1**  
(Eastern)

## PUBLIC ENTERTAINMENT STANDARDS PROGRAM

### ONTARIO RACING COMMISSION

CCR 28

180 Dundas St. W., 14th Flr.  
Toronto M7A 2K1  
416-963-0520

The **Ontario Racing Commission (ORC)** administers the Racing Commission Act, which involves supervision and control of **horse racing** in Ontario. The ORC **licences** all racetrack operators and racing participants. Licences may be obtained by contacting the ORC office at any operating Ontario racetrack. The commission holds **public hearings** on appeals to review rulings issued by Commission Judges and Stewards officiating at the races. It also administers the **Race Tracks Tax Sharing Arrangement**, a program that returns approximately 20 million dollars to the racing industry in the form of purse supplements; breeding incentive programs (the **Ontario Sires Stakes**); equine **research grants**; and the **Race Track Assistance Program**. The ORC can provide the dates on which tracks are operating, offer information on licensing requirements and deal with any inquiries on horse racing.

## REGISTRATION DIVISION

### REGISTRATION DIVISION

393 University Ave., 4th Flr.  
Toronto M7A 2H6  
416-596-3600

CCR 29

This Division provides for the registration of interests in real property and personal property, and is responsible for the operation of all Land Registry Offices in the province. It administers the Marriage Act, the Change of Name Act, and the collection and custody of records under the Vital Statistics Act. Through its Companies Branch, it provides for the incorporation, dissolution and revival of companies, and registration of partnerships and proprietorships.

### REAL PROPERTY REGISTRATION BRANCH

393 University Ave., 4th Flr.  
Toronto M7A 2H6  
416-596-3649

CCR 30

The Real Property Registration Branch is responsible for the management and operation of the 65 **Land Registry Offices** throughout Ontario. The offices register, store and preserve documents, **deeds, mortgages** and plans of survey **registration** relating to the ownership and encumbrance of real property under both the Land Titles system and the Registry system. All registered and deposited records are available to the public (for a fee) to search **title** or obtain information relating to the ownership of **real property**.

The branch monitors the quality of plans of survey through its **Surveys, Mapping and Title Examination Office** by both direct pre- registration examination and post-registration audit and review. The office examines applications for first registration, **condominium** plans, **Boundaries Act** plans and applications under the Certification of Titles Act.

The branch is responsible for the implementation of system improvements referred to as **POLARIS** (Province of Ontario Land Registration and Information System). Long-term improvements include the automation of the land records index and property title information, and the production of computer-generated property **maps**.

Forty-eight of the 65 Land Registry Offices provide registration and enquiry services related to the **Personal Property Security Registration (PPSR)** system. **Liens** against personal property (boats, cars) may be registered or prospective buyers may determine whether personal property is free of encumbrances. Eleven of the Land Registry Offices provide local incorporation services under the Business Corporations Act. The following is a list of the 65 Land Registry Offices indicating the services provided: Registry (REG), **Land Titles (LT)**, Personal Property Security Registration (PPSR), and Company incorporation (CO).

### REGISTRY OFFICES:

#### REG

P. O. Box 668  
63 Kenyon St. W.  
**Alexandria K0C 1A0**  
613-525-1315  
(Glengarry)

#### REG

125 Brougham St.  
P. O. Box 1180  
**Almonte K0A 1A0**  
613-256-1577  
(Lanark North)



*REG*  
284 George St.  
P. O. Box 389  
**Arthur N0G 1A0**  
519-848-2300  
(Wellington North)

*REG, LT, PPSR*  
Court House  
114 Worsley St.  
**Barrie L4M 1M1**  
705-728-1221 Ext. 60  
(Simcoe)

*REG, LT, PPSR*  
280 Pinnacle St.  
P. O. Box 1540  
**Belleville K8N 5J2**  
613-968-4597 REG, LT  
613-968-8261 PPSR  
(Hastings)

*REG, LT*  
108 Liberty St. N.  
P. O. Box 178  
**Bowmanville L1C 3K9**  
416-623-5386  
(Newcastle)

*REG, LT, PPSR*  
15 Dominion St.  
P. O. Box 720  
**Bracebridge P0B 1C0**  
705-645-4415  
(Muskoka)

*REG, LT, PPSR*  
7765 Hurontario St.  
P. O. Box 1200  
**Brampton L6V 2L8**  
416-457-5350 REG, LT  
416-453-1272 PPSR  
(Peel)

*REG, PPSR*  
Court House  
80 Wellington St.  
**Brantford N3T 2L9**  
519-752-8321 REG  
519-752-5571 PPSR  
(Brant)

*REG, PPSR*  
7 King St. W.  
**Brockville K6V 3P7**  
613-345-5751/53/56  
(Leeds)

*REG*  
99 Main St., 2nd Flr.  
**Cambridge N1R 1W1**  
519-653-5778  
(Waterloo South)

*REG, PPSR*  
P. O. Box 310  
10 Echo St.  
**Cayuga N0A 1E0**  
416-772-3531  
(Haldimand)

*REG, PPSR*  
40 William St. N.  
**Chatham N7M 5L8**  
519-352-5520  
(Kent)

*REG, PPSR*  
P. O. Box 668  
Highway 2  
**Cobourg K9A 4R5**  
416-372-3813  
(Northumberland West)

*REG, LT, PPSR*  
Court House  
149 4th Ave.  
P. O. Box 580  
**Cochrane P0L 1C0**  
705-272-5791  
(Cochrane)

*REG*

P. O. Box 339  
51 King St.  
**Colborne K0K 1S0**  
416-355-2338  
(Northumberland East)

*REG, PPSR*

P. O. Box 1268  
127 Sydney St.  
**Cornwall K6H 5V3**  
613-932-4522  
(Stormont)

*REG*

192 Lambton St. E.  
P. O. Box 10  
**Durham N0G 1R0**  
519-369-2011  
(Grey South)

*REG, LT, PPSR*

353 Church St.  
P. O. Box 398  
**Fort Frances P9A 3M7**  
807-274-5451  
(Rainy River)

*REG, LT*

178 McKellar St.  
P. O. Box 9  
**Glencoe N0L 1M0**  
519-287-2234  
(Middlesex West)

*REG, PPSR*

38 North St.  
P. O. Box 216  
**Goderich N7A 3Z2**  
519-524-9562  
(Huron)

*REG, LT, PPSR*

Phipps St.  
P. O. Box 265  
**Gore Bay P0P 1H0**  
705-282-2442  
(Manitoulin)

*REG, PPSR*

P. O. Box 905  
21 Douglas St.  
**Guelph N1H 6M6**  
519-822-0251  
(Wellington South)

*REG, LT, PPSR*

375 Main St.  
P. O. Box 159  
**Haileybury P0J 1K0**  
705-672-3332  
(Timiskaming)

*REG, LT, PPSR*

Ontario Government Bldg.  
119 King St. W., 4th Flr.  
P. O. Box 2112  
**Hamilton L8N 3Z9**  
416-521-7561  
(Wentworth)

*REG, LT, PPSR*

220 Main St. S.  
P. O. Box 1350  
**Kenora P9N 3X7**  
807-468-3138  
(Kenora)

*REG, PPSR*

Court St.  
**Kingston K7L 2N4**  
613-548-6767  
(Frontenac)

*REG, PPSR*

200 Frederick St., 3rd Flr.  
**Kitchener N2H 6N9**  
519-576-1330 REG  
519-576-2370 PPSR  
(Waterloo North)

*REG, PPSR*

Provincial Court Bldg.  
440 Kent St. W.  
Box 4000  
**Lindsay K9V 4S5**  
705-324-4912  
(Victoria)

*REG, LT, PPSR*  
80 Dundas St.  
P. O. Box 5600  
**London N6A 2P3**  
519-679-7180 REG, LT  
519-679-7185 PPSR  
(Middlesex East)

*REG, LT, PPSR*  
Queen & Court Sts.  
P. O. Box 302  
**L'Orignal K0B 1K0**  
613-675-4648  
(Prescott)

*REG, LT, PPSR*  
491 Steeles Ave. E.  
**Milton L9T 1Y7**  
416-878-7287/8/9 REG, LT  
416-878-1882 PPSR  
(Halton)

*REG*  
Newcastle St.  
P. O. Box 270  
**Minden K0M 2K0**  
705-286-1391  
(Haliburton)

*REG*  
5th St.  
**Morrisburg K0C 1X0**  
613-543-2583  
(Dundas)

*REG, PPSR*  
87 Thomas St.  
P. O. Box 307  
**Napanee K7R 3M4**  
613-354-3751  
(Lennox)

*REG, LT*  
50 Eagle St. W.  
**Newmarket L3Y 6B1**  
416-895-1561  
(York Region)

*REG, LT, PPSR*  
176 Main St. W., 2nd Flr.  
**North Bay P1B 2T5**  
705-474-2270  
(Nipissing)

*REG, PPSR*  
75 First St.  
**Orangeville L9W 2E7**  
519-941-1481  
(Dufferin)

*REG, LT, PPSR*  
The Thornton Centre  
850 King St. W.  
**Oshawa L1J 2L5**  
416-436-3521  
(Durham)

*REG, LT, PPSR*  
Court House  
161 Elgin St., 4th Flr.  
**Ottawa K2P 2K1**  
613-239-1319 REG, PPSR  
613-239-1230 LT  
(Ottawa-Carleton)

*REG, PPSR*  
Court House  
595 9th Ave. E.  
**Owen Sound N4K 3E3**  
519-376-1637  
(Grey North)

*REG, LT, PPSR*  
28 Miller St.  
P. O. Box 276  
**Parry Sound P2A 1T1**  
705-746-5816  
(Parry Sound)

*REG, PPSR*  
400 Pembroke St. E.  
P. O. Box 760  
**Pembroke K8A 6X1**  
613-732-8331  
(Renfrew)



*REG, PPSR*  
10 Sunset Blvd.  
P. O. Box 278  
**Perth K7H 3E4**  
613-267-1144  
(Lanark South)

*REG, LT, PPSR*  
Court House  
P.O. Box 958  
470 Water St. N.  
**Peterborough K9H 3M3**  
705-745-0583 Ext. 44  
(Peterborough)

*REG, PPSR*  
1 Pitt St.  
P. O. Box 1310  
**Picton K0K 2T0**  
613-476-3219  
(Prince Edward)

*REG, LT*  
17 Mill St. N.  
P. O. Box 122  
**Port Hope L1A 3W3**  
416-885-5616  
(Port Hope)

*REG*  
499 Centre St.  
P. O. Box 1660  
**Prescott K0E 1T0**  
613-925-3177  
(Grenville)

*REG, LT*  
469 Concession St.  
P. O. Box 10  
**Russell K0A 3B0**  
613-445-2138  
(Russell)

*REG, PPSR*  
Court House  
700 N. Christina St.  
**Sarnia N7T 7N5**  
519-337-3265 Ext. 40  
(Lambton)

*REG, LT, PPSR*  
P. O. Box 550  
420 Queen St. E.  
**Sault Ste. Marie P6A 5M8**  
705-253-8887  
(Algoma)

*REG, LT, PPSR*  
Court House  
Hwy. 3 W.  
**Simcoe N3Y 4K8**  
519-426-2216  
(Haldimand-Norfolk)

*REG, LT, PPSR*  
59 Church St.  
P. O. Box 126  
**St. Catharines L2R 6R4**  
416-684-6351  
(Niagara North)

*REG, PPSR*  
York St. W.  
P. O. Box 902  
**Stratford N5A 6T1**  
519-271-3343  
(Perth)

*REG, LT, PPSR*  
P. O. Box 4  
Wellington St.  
**St. Thomas N5P 3T5**  
519-631-3015 REG, LT  
519-633-4471 PPSR  
(Elgin, Kent (Lake Erie))

*REG, LT, PPSR*  
199 Larch St., 3rd Flr.  
**Sudbury P3E 5P9**  
705-675-4300 REG, LT  
705-675-4306 PPSR  
(Sudbury)

*REG, LT, PPSR*  
29 Royston Court  
Postal Station 'P'  
**Thunder Bay P7A 4Y7**  
807-475-1235  
(Thunder Bay)

*REG*  
Box 99  
595 Bay St., Ste. 230  
**Toronto M5G 2C2**  
416-965-7553  
(Toronto City)

*REG, LT, PPSR*  
203 Cayley St.  
P. O. Box 1690  
**Walkerton N0G 2V0**  
519-881-2251  
(Bruce)

*REG*  
Box 108  
595 Bay St., Ste. 321  
**Toronto M5G 2C2**  
416-965-7588  
(Toronto Boroughs)

*REG, LT, PPSR*  
200 Division St.  
P. O. Box 730  
**Welland L3B 3G1**  
416-735-4011/13  
(Niagara South)

*LT*  
Box 117  
595 Bay St., Ste. 420  
**Toronto M5G 2C2**  
416-965-5248  
(Metropolitan Toronto)

*REG, LT, PPSR*  
250 Windsor Ave., 3rd Flr.  
**Windsor N9A 6V9**  
519-254-6363 REG, LT  
519-254-1813 PPSR  
(Essex)

*PPSR*  
393 University Ave., 3rd Flr.  
**Toronto M7A 2H6**  
416-596-3766  
(Toronto)

*REG, LT, PPSR*  
75 Graham St.  
P. O. Box 246  
**Woodstock N4S 7W8**  
519-537-6286/7  
(Oxford)

**PROPERTY LAW BRANCH**  
393 University Ave., 3rd Flr.  
**Toronto M7A 2H6**  
416-596-3622

CCR 31

The Property Law Branch provides legal support to the Personal Property Registration Branch, the Real Property Registration Branch and the Office of the Registrar General. Through the Legal Audit Section, it reviews land registry office procedures and practices. It also responds to enquiries concerning the interpretation of the **Bills of Sale Act**, the **Boundaries Act**, the **Certification of Titles Act**, the **Change of Name Act**, 1986, the **Condominium Act**, the **Land Registration Reform Act**, 1984, the **Land Titles Act**, the **Marriage Act**, the **Personal Property Security Act**, the **Registry Act** and the **Vital Statistics Act**.

**PERSONAL PROPERTY SECURITY  
REGISTRATION BRANCH**  
Main Administration Offices  
393 University Ave., 3rd Flr.  
**Toronto M7A 2H6**  
416-596-3766

CCR 32

The branch manages the **Personal Property Security Registration System (PPSR)**, and administers the **Personal Property Security Act (PPSA)** and the **Bills of Sale Act**. The PPSR System provides a **registration** function whereby a seller of personal property (e.g., a

**motor vehicle**) or a lender of money can secure the purchase price or the **loan** (as detailed in a **security agreement**) by registering a **financing statement**. Financing statements are available free of charge at any one of the 49 branch offices of the system (see CCR, Real Property Registration Branch). The document creating the security interest is a security agreement, which can be a **chattel mortgage**, **conditional sale contract**, or an **assignment of book debts**. The PPSR System provides an inquiry service so that people can determine when buying **personal property** or accepting it for security as collateral for a loan, whether there is a security interest (**lien**) on the property, i.e., whether the owner has previously pledged the property as security. A registration can be submitted by mail to the Central Registration Branch or in person to any one of the PPSR branch offices listed under this Ministry's Real Property Registration Branch entry.

The Personal Property Security Registration Branch also **publishes** several guides (Registration Guide, Debtor Name Enquiry Guide, Motor Vehicle Enquiry Guide, Deposit Account Guide) for the general public. Mailing addresses for the branch are as follows:

#### Mailed-in Registrations:

Central Registration Branch  
Box 21100, Postal Station 'A'  
Toronto M5W 1W6

#### Mailed-in Inquiries:

Personal Property Registration Branch  
Box 4120, Postal Station 'A'  
Toronto M5W 1T2

#### COMPANIES BRANCH RECORDS SECTION

CCR 33

393 University Ave., 2nd Flr.  
Toronto M7A 2H6

416-596-3743 (search by letter, certificates of status)

416-596-3745 (search in person)

416-596-3739 (business and partnership registration)

The Records Section deals with searches of **corporations**, certificates of corporation status (596-3743) and **registration** of corporation **securities** such as corporate **mortgages**, **bonds**, **debentures** (596-3747). Copies of documents (e.g., articles of **incorporation**, annual returns and notices) of corporations in Ontario can be provided. The section also handles **business** registration of general **partnerships**, limited partnerships and sole **proprietorships** (596-3739); registers corporations that carry on business in Ontario under **name** or style other than the corporate name; registers dissolution or withdrawal of these businesses; and conducts public searches of documents relating to all the above business enterprises. The section can provide copies of registrations and issue certificates of registration or non-registration for a name.

#### COMPANIES BRANCH EXAMINATIONS SECTION

CCR 34

393 University Ave., 2nd Flr.  
Toronto M7A 2H6

The Examinations Section, Corporation Notices (596-3760) examines by-laws, notices of change and special resolution of **corporations**, and provides information on corporation reporting and filing requirements. The section cancels charters (letters patent, certificates



of **incorporation**) and extra-provincial **licences**. It also deals with default notices regarding notices of change and revival of corporations.

The Examinations Section, Names and Articles Control (596-3761) deals with the clearance and reservation of corporate **names** for proposed new **non-profit corporations** and corporations applying for an extra-provincial licence. Proposed changes of names by existing non-profit corporations and foreign corporations seeking extra-provincial licences are also processed.

The Examinations Section, Examiners (596-3757) examines and processes articles of incorporation, articles of amendment, etc., of business corporations and applications for incorporation of non-profit corporations (e.g., **churches**, community groups, etc.), and issues letters patent (charters) with respect to them. The section processes applications from foreign corporations for extra-provincial licences.

## REGISTRAR GENERAL BRANCH

CCR 35

Macdonald Block, 2nd Flr.  
Queen's Park M7A 1Y5  
416-965-1687  
807-623-4835 (Thunder Bay)  
Toll-free: 1-800-268-7543

The Registrar General Branch registers and records Ontario **births, deaths, marriages**, still-births and parentage. Effective April 1, 1987, it assumed responsibility for processing and registering **name** changes. The branch also keeps **adoption** and **divorce records**. **Statistics** relating to births, still-births, marriages, divorces and deaths are compiled annually. Wallet size, paper and certified photocopies of birth, marriage and death certificates are provided to entitled applicants on payment of appropriate fees (\$5.00 - \$15.00). Under the Marriage Act, certificates of **registration** are issued to persons authorized to perform marriages in Ontario (contact **Marriage Office**, 965-2026).

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Consumer and Commercial Relations are listed below. Contact the Communications Services Branch (963-0339) for unlisted agencies.

## COMMERCIAL REGISTRATION APPEAL TRIBUNAL

CCR 36

1 St. Clair Ave. W.  
Toronto M4V 1K6  
416-965-7798

The Tribunal holds public hearings on appeals to review administrative decisions denying, refusing to renew, suspending or revoking **registration** of individuals and **corporations**. It also hears appeals to review government-originated cease and desist orders respecting **advertising**, selling and unfair **business** practices by **real estate** and **business brokers** and salespersons, **mortgage** brokers, **motor vehicle** dealers and salespersons, **bailiffs**, consumer **credit** reporting agencies, **collection agencies**, **itinerant sellers**, manufacturers and renovators of **upholstered and stuffed articles**, distributors of paperback **books** and **periodicals**, **travel agents** and wholesalers. Under the **Discriminatory Business Practices Act**, the Tribunal handles appeals. In addition, it hears claimant and registrant appeals from

decisions and proposals of the Corporation administering the **Ontario New Home Warranties Plan Act**, appeals of **credit unions** from orders taking over management of the **Ontario Share and Deposit Insurance Corporation**, and claimant appeals from trustees' decisions under the **Travel Industry Act**.

The Tribunal holds public hearings on appeals from persons aggrieved by Liquor Licence Board decisions to: refuse to issue, suspend, attach terms to, or revoke a **licence** or **permit**; refuse to renew or approve a transfer of a licence; suspend, revoke or refuse to renew a manufacturer's licence; temporarily suspend a licence or permit in the public interest; refuse to register an agent or representative; issue an interdiction order; issue a cease and desist order with respect to an advertisement or public notice.

#### LIQUOR CONTROL BOARD OF ONTARIO

55 Lakeshore Blvd. E.

Toronto M5E 1A4

416-963-1227

CCR 37

Through over 600 retail stores across Ontario, the Liquor Control Board of Ontario (LCBO) distributes and sells spirits, **wine** and beer to consumers and licensed establishments. The LCBO also places private orders for brands not normally carried in its stores, offers free product advice to customers through experienced wine consultants, and provides a wide selection of fine wines and spirits in its Vintage stores and 'Vintages Sections' of regular **liquor** stores. For travellers leaving the country, the LCBO operates two duty-free stores at Pearson International Airport. The LCBO also authorizes the sale of Ontario beer through the **Brewers' Retail stores** and Ontario wine through Ontario winery stores. For more information about LCBO operations call 963-1227 or 963-1221.

#### LIQUOR LICENCE BOARD OF ONTARIO

55 Lakeshore Blvd. E.

Toronto M5E 1A4

416-965-4664

CCR 38

Under the Liquor Licence Act, the Liquor Licence Board of Ontario (LLBO) issues, renews, transfers, suspends and revokes **liquor licences** (including Special Occasion Permits) for on-premise sale and consumption of **alcoholic** beverages. The Board also regulates alcoholic beverage **advertising** and inspects all licensed establishments in Ontario. **Ontario Photo Cards** are available on a voluntary basis to Ontario residents over 19. Application forms may be obtained from liquor stores and **Brewers' Retail** outlets. For information on obtaining a liquor licence, call 963-1427 Western Ont., 963-1470 Central Ont., 963-1886 Eastern Ont., 963-1419 Northern Ont., 963-1412 Toronto Area; Ontario Photo Cards, 965-4964; **Special Occasion Permits**, 965-4675; 963-1467 Western Ont., 963-1477 Central Ont., 963-1484 Eastern Ont., 963-1421 Northern Ont., 963-1417 Toronto Area; transfers, 965-3539; advertising, 965-3450; inspections, 965-4666.

#### ACTS

#### ACTS

CCR 39

The Ministry of Consumer and Commercial Relations is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Amusement Devices Act, 1986  
Apportionment Act  
Assignments and Preferences Act  
Athletics Control Act  
Bailiffs Act  
Bills of Sale Act  
Boilers and Pressure Vessels Act  
Boundaries Act  
Bread Sales Act  
Business Corporations Act, 1982  
Business Practices Act  
Cemeteries Act  
Certification of Titles Act  
Change of Name Act, 1986  
Collection Agencies Act  
Condominium Act  
Consumer Protection Act  
Consumer Protection Bureau Act  
Consumer Reporting Act  
Corporation Securities Registration Act  
Corporations Act  
Corporations Information Act  
Debt Collectors Act  
Discriminatory Business Practices Act  
Elevating Devices Act  
Energy Act  
Extra-Provincial Corporations Act, 1984  
Factors Act  
Gasoline Handling Act  
Land Registration Reform Act, 1984  
Land Titles Act  
Limited Partnerships Act  
Liquor Control Act  
Liquor Licence Act  
Marriage Act  
Ministry of Consumer and Commercial Relations Act  
Motor Vehicle Dealers Act  
Ontario New Home Warranties Plan Act  
Operating Engineers Act  
Paperback and Periodical Distributors Act  
Partnerships Act  
Partnerships Registration Act  
Personal Property Security Act  
Petroleum Products Price Freeze Act, 1975  
(unconsolidated and unrepealed)  
Prearranged Funeral Services Act  
Racing Commission Act  
Real Estate and Business Brokers Act  
Registry Act



Residential Complex Sales Representation Act, 1983

Theatres Act

Travel Industry Act

Unclaimed Articles Act

Upholstered and Stuffed Articles Act

Vital Statistics Act

Wine Content Act

## MINISTRY OF CORRECTIONAL SERVICES

2001 Eglinton Ave. E.  
Scarborough MIL 4P1

The Ministry of Correctional Services, established by the provincial legislature in 1946 as the Department of Reform Institutions, operated facilities for male and female adult and juvenile (under 18) offenders. In 1968, it became the Department of Correctional Services when the Province took over responsibility for all county and city jails and passed the Department of Correctional Services Act (consolidating all but the Training Schools Act). In 1972, the name changed to the Ministry of Correctional Services, and probation services were transferred from the Ministry of the Attorney General. Responsibility for juvenile offenders was assumed by the Ministry of Community and Social Services in 1977.

Correctional Services has jurisdiction over adult male and female persons placed on probation, on remand awaiting trial or sentencing, being held for immigration hearings or deportation, awaiting transfer to federal institutions, sentenced to terms of less than two years and released on parole.

Under the Young Offenders Act, Canada, the Ministry holds responsibility for 16 and 17 year-old offenders, up to their 18th birthday.

The Ministry's main objectives are to provide custody and community supervision as directed by the courts and federal and provincial legislation governing correctional services in Ontario; provide information to assist the courts in determining disposition; create programs to motivate offenders towards positive personal and social adjustment; and develop and provide programs for the prevention of crime.

The Ministry of Correctional Services administers the Ministry of Correctional Services Act, 1980.

### OPERATIONAL REVIEW, AUDIT AND INVESTIGATION BRANCH

CORRECTIONS 1

2001 Eglinton Ave. E.  
Scarborough MIL 4P1  
416-750-3372/3327

The branch reviews and monitors the Ministry's management systems, conducts investigations and financial audits, and assists management through a program of preventive security.

The branch is comprised of three sections: Operational Review, Corporate and Special Audits, and Investigation and Security.

### LEGAL SERVICES BRANCH

CORRECTIONS 2

2001 Eglinton Ave. E.  
Scarborough MIL 4P1  
416-750-3319

The Legal Services Branch counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. It supplies general legal services such as preparing litigation, settling claims, providing legal opinions, appearing at court hearings, etc.. The branch is staffed by employees of the Attorney General's Office.

## CORPORATE SERVICES DIVISION

### CORPORATE SERVICES DIVISION

2001 Eglinton Ave. E.  
Scarborough MIL 4P1  
416-750-3375

CORRECTIONS 3

The Corporate Services Division provides leadership and support to management decision-making by coordinating corporate operational and strategic planning; developing effective corporate policies; evaluating and reviewing Ministry-wide services; developing effective human resource planning; providing corporate support for the effective management, training and development of Ministry staff; and liaising with central agencies and special interest groups. The division is also responsible for support services in the areas of budgeting, information systems, supply and services, and communications to assist the Ministry in meeting its corporate mandates. Programs are planned and coordinated within the Ministry and with other sectors of the criminal justice system at provincial and federal levels.

### POLICY AND CORPORATE PLANNING BRANCH

2001 Eglinton Ave. E.  
Scarborough MIL 4P1  
416-750-3350

CORRECTIONS 4

The Policy and Corporate Planning Branch is responsible for the strategic planning process of the Ministry. Activities include liaising with other areas of government and agencies; coordinating policy development and briefing; providing for resource planning and allocation procedures; developing effective management processes; undertaking the research, evaluation and statistical analysis of all aspects of correctional services in Ontario; and implementing special corporate projects.

The **Freedom of Information** Office responds to 'Bill 34, An Act to Provide for Freedom of Information and Protection of Individual Privacy'. The office coordinates and implements the Ministry's orientation of staff, establishes administrative procedures, and liaises with the Office of the Information and Privacy Commissioner regarding appeals.

### HUMAN RESOURCES MANAGEMENT BRANCH

2001 Eglinton Ave. E.  
Scarborough MIL 4P1  
416-750-3335

CORRECTIONS 5

The Human Resources Management Branch works in an advisory capacity with line managers relating to personnel matters within their units. Services are provided by personnel administrators in the Ministry's main office and at the regional locations listed below. The branch is responsible for the establishment of Ministry personnel policies and procedures, administration of appropriate classification and compensation levels for Ministry employees, coordination of promotional competitions, manpower planning, employee counselling and labour relations matters. The Ministry's personnel and employee benefit records are maintained by the branch. It also serves as a liaison between the Ministry and the Human Resources Secretariat, and the Ontario Public Service Employees Union (OPSEU).

The branch operates special employment programs, such as summer **youth employment** for students. It also coordinates the Ministry's **French language services** requirements.



Staff Training and Development (434 University Ave., Toronto M7A 1A2, 965-9241) provides training and development programs for all Ministry staff, and some training for private correctional agencies under contract to the Ministry. This includes basic training for correctional, probation and parole officers, in addition to a wide range of professional development and management training programs. The branch has produced a variety of training materials and guide books which are available to training personnel from other ministries.

*Field Office*  
**Staff Training Centre**  
 115 McLaughlin Rd. S.  
**Brampton L6Y 2C8**  
 416-459-8350

*Regional Personnel Administrator (R.P.A.)*  
**Eastern Region**  
 1055 Princess St., Ste. 404  
**Kingston K7L 1H3**  
 613-547-3464

#### **Human Resources Management Field Offices**

*Manager, Planning and Administration*  
**Ministry of Correctional Services**  
 2001 Eglinton Ave. E.  
**Scarborough M1L 4P1**  
 416-750-3335

*Regional Personnel Administrator (R.P.A.)*  
**Peterborough Region (Eastern)**  
 223 Aylmer St. N., Ste. 02  
**Peterborough K9J 3K3**  
 705-748-4281

*Regional Personnel Administrator (R.P.A.)*  
**Central Region**  
 6711 Mississauga Rd., Ste. 406  
**Mississauga, L5N 2W3**  
 416-965-3116

*Regional Personnel Administrator (R.P.A.)*  
**Northern Region**  
 199 Larch St., 9th Flr.  
**Sudbury P3E 5P9**  
 705-675-4321

*Regional Personnel Administrator (R.P.A.)*  
**Metro Region**  
 2 Dunbloor Rd., Ste. 312  
**Islington M9A 2E4**  
 416-248-3901

*Regional Personnel Administrator (R.P.A.)*  
**Western Region**  
 80 Dundas St., 1st Flr.  
 Box 5600, Terminal 'A'  
**London M6A 3C2**  
 519-679-1760

#### **MANAGEMENT INFORMATION SYSTEMS BRANCH**

**CORRECTIONS 6**

2001 Eglinton Ave. E.  
 Scarborough M1L 4P1  
 416-750-3413

The Management Information Systems Branch is responsible for the effective management of all information resources throughout the Ministry so that timely, relevant, and accurate information is available for operational and decision support when and where it is needed.

Branch activities include the development, maintenance, and operation of computer and paper based information systems, the information centre, local systems support, systems education and training, information resources planning and management, **records management**, central files, and word processing.

# FINANCIAL AND ADMINISTRATIVE SERVICES BRANCH

CORRECTIONS 7

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3450

Within the branch, the Accounts Section (750-3450) prepares claims under federal/provincial agreements, and provides accounting services for all expenditures including accounts payable, payroll, revenue and budgetary control.

The Special Services Section (750-3321) provides mail, messenger, duplicating services, stationery and printed forms for the Ministry, fleet management, stock in stores and fixed assets.

The Purchasing Section (750-3341) provides the Ministry with purchasing of goods and services.

# COMMUNICATIONS BRANCH

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3421

The Communications Branch provides information to the public, directly and via the news media, about the Ministry's activities; establishes communications policy for the Ministry; and provides advice, consultation and communication support services to the Minister, Deputy Minister and other branches. Branch activities include media liaison, answering public inquiries, and producing and distributing publications, news releases, audio-visual materials, exhibits and photographic displays.

For general information on Ministry programs, telephone 750-3333.

# EMPLOYMENT EQUITY PROGRAM

CORRECTIONS 8

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3492

The Employment Equity Program serves employees of the Ministry, with special emphasis on natives, visible minorities, Francophones, persons with disabilities and women. Career counselling is provided on an ad hoc basis for employees. Resource information and presentations on the program to interest groups are also available.

# OPERATIONS DIVISION

## OPERATIONS DIVISION

CORRECTIONS 9

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3487

The Operations Division has two branches, the Offender Programming and Operational Support Branch and the Community Corrections Branch, which provide management, professional and consultative services to both institutional and community correctional programs. As part of its commitment to community corrections, the Operations Division contracts with private community agencies to provide resource centres for selected inmates and open custody for young offenders.

Ministry operations include administration of Ontario's 46 correctional institutions, 19 young offender secure detention and secure custody facilities, and a network of probation and parole services for both adult and young offenders in 125 locations throughout the province. **Correctional institutions** include jails, detention centres, correctional centres and treatment centres for adults and young offenders.

Jails and Detention Centres provide short-term, secure custody for persons awaiting trial or sentencing, being held for immigration hearings or deportation, serving relatively short or intermittent sentences, and awaiting transfer to other institutions. Programs are geared to the relatively short-term needs of offenders and focus primarily on basic **educational** upgrading and life skills.

Correctional Centres provide a variety of programs for longer term offenders in minimum, medium or maximum security settings. Specialized programs are available at the **Ontario Correctional Institute** (Brampton), the Guelph Assessment and Treatment Unit (**Guelph Correctional Centre**) and the Rideau Treatment Centre (Rideau Correctional Centre) in Eastern Ontario, in the areas of assessment, treatment and **research**. The Ministry currently operates one minimum security satellite camp, providing offenders with exposure to farming and forestry.

**Probation and Parole** officers work closely with all courts of criminal jurisdiction in Ontario and with the **Ontario Board of Parole**. Probation and parole staff supply pre-sentence and pre-disposition reports to judges; pre-parole reports to the Ontario Board of Parole; and supervision and assistance to probationers, offenders on parole and former offenders who need assistance after release from correctional institutions. Staff offer **counselling** and guidance in life skills, alcohol and substance abuse, job search techniques, stress management and interpersonal skills.

The Operations Division is administered by five regional offices located throughout the province. A list of regional offices, institutions and probation and parole offices follows.

## **METRO REGION**

### *Regional Office*

2 Dunbloor Rd., Ste. 312  
Islington M9A 2E4  
416-235-4969

### *Metropolitan Toronto West Detention Centre*

111 Disco Rd.  
Box 4950  
Rexdale M9W 5L6  
416-235-4989

### **Institutions**

*Metropolitan Toronto East  
Detention Centre*  
55 Civic Rd.  
Scarborough M1L 2K9  
416-750-3513

*Mimico Correctional Centre*  
130 Horner Ave.  
Box 75, Station 'N'  
Toronto M8V 3S9  
416-255-0131

*Toronto Jail*  
550 Gerrard St. E.  
Toronto M4M 1X6  
416-963-2880



*Whitby Jail*  
200 Victoria St. W.  
Box 156  
**Whitby L1N 5S1**  
416-668-7791

**Probation and Parole Offices**

1240 Bay St., 4th Flr., Ste. 404  
**Toronto M5R 2A7**  
416-965-6434

745 Danforth Ave., 4th Flr.  
**Toronto M4J 1L4**  
416-963-3389

900 Dufferin St., Ste. 207  
Dufferin Mall  
**Toronto M6H 4B1**  
416-965-5026

2265 Keele St., 2nd Flr., Ste. 2  
**Toronto M6M 3Z7**  
416-248-3273

77 River St., Ste. 100  
**Toronto M5A 3P1**  
416-965-1869

1940 Eglinton Ave. E., Ste. 204  
**Scarborough M1L 4R1**  
416-750-3452

4125 Lawrence Ave. E., Ste. 101  
**Scarborough M1E 2S2**  
416-750-3344

200 Consumers Rd., Ste. 608  
**Willowdale M2J 4R4**  
416-494-8910

5233 Dundas St. W., 3rd Flr.  
**Islington M9B 1A6**  
416-233-1197

2065 Finch Ave. W., Ste. 509  
**Downsview M3N 2V7**  
416-745-6291

23 Westmore Dr., Ste. 112  
**Rexdale M9V 3Y7**  
416-745-4960

**Court Locations/Probation and Parole  
Offices**

Old City Hall Court  
60 Queen St. W., Rm. 321  
**Toronto M5H 2M4**  
416-965-6527

361 University Ave., Rm. 210  
County Court House  
**Toronto M5G 1T3**  
416-965-2879

444 Yonge St., 2nd Flr.  
College Park Court  
**Toronto M5B 2H4**  
416-965-3236

80 The East Mall  
East Mall Court  
**Toronto M8Z 5X1**  
416-252-6521

1911 Eglinton Ave. E.  
Scarborough Court  
**Scarborough M1L 4P4**  
416-750-3370

1000 Finch Ave. W.  
North York Court  
**Downsview M3J 2V5**  
416-663-5355

40 King St. W., Ste. 610  
**Oshawa L1H 1A4**  
416-571-3774

The Pickering Corporate Centre  
1305 Pickering Mall Parkway, Ste. 416  
**Pickering L1V 3P2**  
416-831-2600

208 North St.  
**Port Perry L0B 1N0**  
 416-985-8771

## CENTRAL REGION

*Regional Office*  
 6711 Mississauga Rd., Ste. 406  
**Mississauga L5N 2W3**  
 416-965-3116

### Institutions

*Barrie Jail*  
 87 Mulcaster St.  
 Box 224  
**Barrie L4M 4T2**  
 705-728-3933

*Camp Hillsdale*  
*(Satellite Barrie Jail)*  
 RR #1  
**Midland L4R 4K3**  
 705-835-3544

*Brantford Jail*  
 105 Market St.  
**Brantford N3T 6A9**  
 519-752-6578

*Burtch Correctional Centre*  
 RR #1, Mount Pleasant  
 Box 940  
**Brantford N3T 5S6**  
 519-484-2421

*Hamilton-Wentworth Detention Centre*  
 165 Barton St. E.  
**Hamilton L8L 2W6**  
 416-523-8800

*Maplehurst Correctional Centre*  
 661 Martin St. (Junc. of 401 & 25)  
 Box 10  
**Milton L9T 2Y3**  
 416-878-8141

*Niagara Detention Centre*  
 Hwy. 58  
 Box 1050  
**Thorold L2V 4A6**  
 416-227-6321

*Ontario Correctional Institute*  
 109 McLaughlin Rd. S.  
 Box 1888  
**Brampton L6V 2P1**  
 416-457-7050

*Sprucedale Youth Centre*  
 660 Ireland Rd.  
 P.O. Box 606  
**Simcoe N3Y 4L8**  
 519-426-3561

*Vanier Centre for Women*  
 205 McLaughlin Rd. S.  
 Box 1150  
**Brampton L6V 2M5**  
 416-459-9100

### Probation and Parole Offices

27 Victoria St. E., Ste. 208  
 P.O. Box 1329  
**Alliston L0M 1A0**  
 705-435-4352

114 Worsley St.  
**Barrie L4M 1M1**  
 705-726-6461

Brampton Centre  
 400 Queen St. W., Gr. Flr., Ste. 100  
**Brampton L6X 1B3**  
 416-450-3744

Brampton East  
 155 Clark Blvd., Unit 15  
**Brampton L6T 4G6**  
 416-450-3722

38 Darling Court, Third Level, Ste. 306  
**Brantford N3T 6A8**  
 519-752-6505

440 Elizabeth St.  
**Burlington L7R 2M1**  
416-637-3457

45 Munsee St.  
**Cayuga N0A 1E0**  
416-772-3565

150 St. Paul St.  
**Collingwood L9Y 3P2**  
705-445-3110

232 Guelph St., Ste. 205  
P.O. Box 160  
**Georgetown L7G 4Y5**  
416-877-2268

1945 King St. E., Main Flr.  
**Hamilton L8K 1W2**  
416-549-9977

Ontario Government Bldg.  
119 King St. W., Ste. 104  
Box 212  
**Hamilton L8N 3Z9**  
416-521-7527

Mountain Office  
1030 Upper James St.  
**Hamilton L9C 6X6**  
416-387-5453

213 Queensway S.  
**Keswick L4P 2A3**  
416-478-4140

305 Midland Ave., Gr. Flr.  
**Midland L4R 3K5**  
705-526-3715

55 Ontario St., 2nd Flr.  
Milton Mall  
**Milton L9T 2M3**  
416-878-7259

470 Hensall Circle, Upper Level  
**Mississauga L5A 3V4**  
416-276-2117

424 Hensall Circle, Ste. 105  
**Mississauga L5A 1X8**  
416-848-6161

92 Davis Dr., Ste. 209  
**Newmarket L3Y 2N1**  
416-898-6511

4627 St. Clair Ave.  
P.O. Box 201  
**Niagara Falls L2E 6T3**  
416-356-1507

344 Lakeshore Rd. E., 2nd Flr., Ste. C  
**Oakville L6V 5B1**  
416-845-8571

70 First St., Ste. 202  
**Orangeville L9W 2E5**  
519-941-4622

19 Front St. N.  
**Orillia L3V 4R6**  
705-325-9508

57 Simcoe St. S.  
**Oshawa L1H 4G4**  
416-579-6500

40 King St. W., Ste. 610  
**Oshawa L1H 1A4**  
416-571-3774

The Pickering Corporate Centre  
1305 Pickering Mall Parkway, Ste. 416  
**Pickering L1V 3P2**  
416-831-2600

55 King St., 5th Flr., Ste. 504  
**St. Catharines L2R 3H5**  
416-685-1318

530 Queensway W.  
P.O. Box 736  
**Simcoe N3Y 4T2**  
519-426-4250



8185 Yonge St., Ste. 212  
**Thornhill L3T 2C6**  
 416-731-3061

76 Division St., Ste. 206  
**Welland L3B 3Z7**  
 416-735-1660

## WESTERN REGION

*Regional Office*  
 80 Dundas St., 1st Flr.  
 P.O. Box 5600, Terminal 'A'  
**London N6A 2P3**  
 519-679-1760

### Institutions

*Chatham Jail*  
 17 Seventh St.  
**Chatham N7M 4J9**  
 519-352-0150

*Camp Dufferin (Wellington D.C.)*  
 RR #2  
**Lisle L0M 1M0**  
 705-424-1520

*Elgin-Middlesex Detention Centre*  
 711 Exeter Rd.  
**London N6E 1L3**  
 519-686-1922

*Guelph Correctional Centre*  
 785 York Rd.  
 Box 3600  
**Guelph N1H 6P3**  
 519-822-0020

*Owen Sound Jail*  
 1237 Third Ave. E.  
 Box 517  
**Owen Sound N4K 5R1**  
 519-376-0435

*Sarnia Jail*  
 700 North Christina St.  
**Sarnia N7V 3C2**  
 519-337-3261

*Stratford Jail*  
 30 St. Andrews St.  
**Stratford N5A 1A3**  
 519-271-2180

*Walkerton Jail*  
 209 Caley St.  
 Box 429  
**Walkerton N0G 2V0**  
 519-881-3442

*Waterloo Detention Centre*  
 182 Hespeler Rd.  
 Box 307  
**Cambridge N1R 5V2**  
 519-621-9710

*Wellington Detention Centre*  
 588 Stone Rd. E.  
 Box 870  
**Guelph N1H 6M6**  
 519-837-2400

*Windsor Jail*  
 378 Brock St.  
 Box 38  
**Windsor N9C 3Y6**  
 519-254-2891

*Bluewater Centre for Young Offenders*  
 Hwy. 21 S.  
 Box 71  
**Goderich N7A 3X8**  
 519-524-2107

### Probation and Parole Offices

Cambridge Place, Unit 21  
 73 Water St. N.  
**Cambridge N1R 7L6**  
 519-621-5760

26 Fifth St. S., 2nd Flr., Ste. 209  
**Chatham N7M 4V5**  
519-352-1234

Court House  
**Goderich N7A 1M2**  
519-524-2193

36 Wyndham St. S.  
**Guelph N1H 7J5**  
519-836-2600

450 Frederick St., Ste. 302  
**Kitchener N2H 2P5**  
519-576-1900

Selkirk House  
18 Selkirk Ave.  
**Leamington N8H 1G3**  
519-326-5531

80 Dundas St., 1st Flr.  
Box 5600, Terminal 'A'  
**London N6A 2P3**  
519-679-7120

1730 Dundas St., 2nd Flr.  
**London N5W 3E2**  
519-452-3650

1131 Second Ave. E., Ste. 105  
**Owen Sound N4K 5J1**  
519-376-2236

145 Curtis St.  
**St. Thomas N5P 3Z7**  
519-631-3430

700 North Christina St.  
**Sarnia N7V 3C2**  
519-337-7397

100 Erie St.  
**Stratford N5A 2M4**  
519-271-5220

12 Colborne St. S.  
P.O. Box 404  
**Walkerton N0G 2V0**  
519-881-0760

880 Ouellette Ave., Ste. 506  
**Windsor N9A 1C7**  
519-254-3291

40 Wellington St. N.  
**Woodstock N4S 6P3**  
519-539-8175

## **EASTERN REGION**

*Regional Office*  
1055 Princess St., Ste. 404  
**Kingston K7L 1H3**  
613-545-4580

## **Institutions**

*Brockville Jail*  
Court House Sq.  
Box 285  
**Brockville K6V 5V5**  
613-342-1456

*Cobourg Jail*  
77 Albert St.  
**Cobourg K9A 2P9**  
613-372-2125

*Cornwall Jail*  
7 Water St. W.  
Box 1418  
**Cornwall K6H 5V5**  
613-932-5720

*Lindsay Jail*  
50 Victoria Ave. N.  
**Lindsay K9V 4G3**  
705-324-3792

*L'Original Jail*  
1023 Queen St.  
Box 345

**L'Original K0B 1K0**  
613-675-4644

*Millbrook Correctional Centre*  
King St. W.  
Box 300  
**Millbrook K0A 1G0**  
705-932-2624

*Ottawa-Carleton Detention Centre*  
2244 Innes Rd.  
**Ottawa K1B 4C4**  
613-824-6080

*Pembroke Jail*  
297 Pembroke St. E.  
**Pembroke K8A 3K2**  
613-735-0647

*Perth Jail*  
62 Beckwith St.  
Box 144  
**Perth K7H 3E3**  
613-267-4303

*Peterborough Jail*  
Sheridan & Brock Sts.  
Box 1480  
**Peterborough K9J 7H7**  
705-743-7331

*Quinte Detention Centre*  
89 Richmond Blvd.  
Postal Bag 3060  
**Napanee K7R 3S1**  
613-354-9701

*Rideau Correctional Centre*  
County Rd. 2  
Box 100  
**Burritts Rapids K0G 1B0**  
613-269-4771

## Probation and Parole Offices

1 Valleyview Dr.  
Box 1852  
**Bancroft K0L 1C0**  
613-332-4040

180 Front St.  
**Belleville K8N 2Y7**  
613-968-5737

75 Water St. W.  
**Brockville K6V 3L7**  
613-345-3061

Victoria Hall  
55 King St. W.  
**Cobourg K9A 2M2**  
416-372-9473

502 Pitt St., Rm. 201  
**Cornwall K6J 3R5**  
613-933-6335

165 Bay St.  
P.O. Box 729B  
**Embrun K0A 1W0**  
613-443-2029

162 Division St.  
**Kingston K7L 3M6**  
613-548-6777

322 Kent St. W.  
P.O. Box 7000  
**Lindsay K9V 5E5**  
705-324-5621

Counties Bldg., 2nd Flr.  
Court St.  
Box 309  
**L'Original K0B 1K0**  
613-675-4630

41 Dundas St. W.  
**Napanee K7R 1Z5**  
613-354-2125

400 Cumberland St., 1st Flr.

**Ottawa K1N 8X3**

613-566-3811

1150 Morrison Dr., 1st Flr.

**Ottawa K2H 8S9**

613-820-9460

2244 Innes Rd.

**Gloucester K1B 4C4**

613-837-6586

100 Pembroke St. E.

**Pembroke K8A 8A3**

613-735-6809

223 Aylmer St. N., Ste. 2

**Peterborough K9J 3K3**

705-743-2661

c/o Prince Edward Corrections  
Advisory Board

263 Main St.

**Picton K0K 2T0**

613-476-3033

Champlain St.

Box 149

**Plantagenet K0B 1L0**

613-673-5113

38 Walton St., Ste. 2

**Port Hope L1A 1N1**

416-885-4581

13 Russell St. E.

**Smiths Falls K7A 1E7**

613-283-5663

80 Division St.

**Trenton K8V 5S5**

613-392-6549

## **NORTHERN REGION**

*Regional Office*

199 Larch St., 9th Flr.

**Sudbury P3E 5P9**

705-675-4321

### **Institutions**

*Fort Frances Jail*

310 Nelson St.

Box 189

**Fort Frances P9A 3M6**

807-274-7708

*Haileybury Jail*

407 Main St.

Box 578

**Haileybury P0J 1K0**

705-672-3701

*Kenora Jail*

1430 River St.

**Kenora P9N 1K5**

807-468-3168

*Monteith Complex*

Junction Hwy. 11 & 577

Box 90

**Monteith P0K 1P0**

705-232-4092

*North Bay Jail*

2550 Trout Lake Rd.

Box 354

**North Bay P1B 7S7**

705-472-8115

*Parry Sound Jail*

91-A James St.

Box 166

**Parry Sound P2A 2X3**

705-746-5631



*Sault Ste. Marie Jail*  
145 McNabb St.  
Box 340  
**Sault Ste. Marie P6A 5L8**  
705-254-6817

*Cecil Facer Youth Centre*  
Box 850  
**Sudbury P3E 4S3**  
705-522-1250

*Sudbury Jail*  
181 Elm St. W.  
**Sudbury P3C 1T8**  
705-675-4150

*Thunder Bay Correctional Centre*  
Hwy 61 S.  
Box 1900, Station 'F'  
**Thunder Bay P7C 4Y4**  
807-475-8401

*Thunder Bay Jail*  
285 McDougall St.  
Box 2806  
**Thunder Bay P7B 5G3**  
807-345-7364

# Probation and Parole Offices

120 Marks St.  
P.O. Box 988  
**Atikokan P0T 1C0**  
807-597-6212

Riverside Inn, Ste. 2  
P.O. Box 1872  
**Bracebridge P0B 1C0**  
705-645-8768

Birch & Lorne Sts.  
Federal Bldg.  
P.O. Box 149  
**Chapleau P0M 1K0**  
705-864-1230

District Court House  
P.O. Box 1119  
**Cochrane P0L 1C0**  
705-272-4348

Ontario Government Bldg.  
Government Rd., 1st Flr.  
P.O. Box 787  
**Dryden P8N 2Z4**  
807-223-3356

15 Charles Walk  
**Elliot Lake P5A 2A2**  
705-848-7091

71 Centre St.  
**Espanola P0P 1C0**  
705-869-2882

340 Scott St.  
**Fort Frances P9A 1G9**  
807-274-7743

305 Main St.  
P.O. Box 1119  
**Geraldton P0T 1M0**  
807-854-1774

District Court House  
P.O. Box 624  
**Haileybury P0J 1K0**  
705-672-3397

P.O. Box 2349  
**Hearst P0L 1N0**  
705-362-7779

15 Main St., 2nd Flr.  
P.O. Box 1612  
**Huntsville P0A 1K0**  
705-789-5721

253 Main St.  
P.O. Box 908  
**Iroquois Falls P0K 1G0**  
705-232-5111

46 Queen St.  
P.O. Box 295  
**Kapuskasing P5N 2Y4**  
705-335-6116

136 Main St. S., 2nd Flr.  
**Kenora P9N 1S9**  
807-468-3348

6 Tweedsmuir Ave., 3rd Flr.  
**Kirkland Lake P2N 1H9**  
705-567-9396

1 Arthur St.  
P.O. Box 189  
**Manitowaning P0P 1N0**  
705-859-3184

P.O. Box 487  
**Moosonee P0L 1Y0**  
705-336-2270

64 Front St.  
P.O. Box 759  
**Nipigon P0T 2J0**  
807-887-2125

581 Fraser St.  
**North Bay P1B 3X3**  
705-474-4170

3 Beechwood Dr.  
**Parry Sound P2A 1Z1**  
705-746-5809

P.O. Box 845  
**Red Lake P0V 2M0**  
807-727-2846

477 Queen St. E.  
P.O. Box 115  
**Sault Ste. Marie P6A 5L2**  
705-253-1182

199 Larch St., 4th Flr.  
**Sudbury P3E 5P9**  
705-675-4314

217 Holditch St.  
P.O. Box 338  
**Sturgeon Falls P0H 2G0**  
705-753-1282

107 Johnson Ave., 2nd Flr.  
**Thunder Bay P7B 2V9**  
807-344-5816

106 North Cumberland St., 2nd Flr.  
**Thunder Bay P7A 4M2**  
807-345-3309

101 Mall, Ste. 139  
38 Pine St. N.  
**Timmins P4N 6K6**  
705-264-5218

**OFFENDER PROGRAMMING AND OPERATIONAL  
SUPPORT BRANCH**

**CORRECTIONS 10**

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3546

The branch coordinates, develops and provides consultation and support services for program development and implementation within **correctional institutions**. Activities are monitored in the following areas: medical, nursing, psychology, social work, dentistry, pharmacy, recreation, food services, industries, self sufficiency, energy management, education, volunteers, chaplaincy, library, young offenders in secure custody and detention, inmate and young offenders classification and transfer, temporary absence programs, parole, community resource centres and institutional procedures.

Clients include **inmates** of the Ministry's correctional institutions and young offender secure custody and detention facilities.

The branch's five operational sections are listed under the Operations Division entry and include: Health Care Services; Industrial Programming; Program Development and Implementation; Support and Coordination; and Policy Coordination.

#### VOLUNTEER SERVICES

CORRECTIONS 11

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3395

Volunteer Services is a resource for the Ministry's volunteer coordinators across the provinces who recruit, screen, train and supervise **volunteers** involved in correctional programs. Opportunities for volunteer participation exist in all geographic areas of the Province.

#### HEALTH CARE SERVICES

CORRECTIONS 12

##### MEDICAL SERVICES

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3546

Medical Services ensures that all necessary **health** care services are available for all persons placed in the care of the Ministry.

The **Psychiatric** Services component provides assessment and treatment of **offenders** who suffer from mental illnesses.

The division's five regional offices are listed under the Operations Division entry.

#### HEALTH CARE SERVICES

CORRECTIONS 13

##### NURSING SERVICES

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3546

This section provides **nursing** service to all **correctional institutions** in conjunction with the attending physician and other health professionals. Nurses act as the coordinators of the health care delivery system in the institutions.

The division's five regional offices are listed under the Operations Division entry.

#### HEALTH CARE SERVICES

CORRECTIONS 14

##### DENTISTRY SERVICES

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3546

Emergency and essential dental treatment is provided for all **offenders** in **correctional institutions**.

The division's five regional offices are listed under the Operations Division entry.

HEALTH CARE SERVICES

CORRECTIONS 15

PHARMACY SERVICES

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3546

Pharmacy Services ensures that **pharmaceutical** products are safely and properly maintained, and available upon prescription to persons in correctional institutions under the Ministry's supervision.

The division's five regional offices are listed under the Operations Division entry.

HEALTH CARE SERVICES

CORRECTIONS 16

FOOD SERVICES

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3546

Food Services provides a nutritionally adequate diet for **offenders** in all **correctional institutions**. Special diets for the treatment of illness and for the observance of religious dietary practices are available. Training in **food service** operation is also offered to inmates.

The division's five regional offices are listed under the Operations Division entry.

INDUSTRIAL PROGRAMMING UNIT

CORRECTIONS 17

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3366

Institutional industries provide work and on-the-job training for **inmates** in correctional centres. The manufactured products are used in **correctional institutions**, and also sold to other ministries or governments.

The division's five regional offices are listed under the Operations Division entry.

INDUSTRIAL PROGRAMMING UNIT

CORRECTIONS 18

SELF-SUFFICIENCY PROGRAM

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3366

The Self-Sufficiency Program is responsible for projects in which **inmates** help produce **food** and other items to supply their own needs.

The division's five regional offices are listed under the Operations Division entry.

INDUSTRIAL PROGRAMMING UNIT

CORRECTIONS 19

ENERGY MANAGEMENT

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3366

The Energy Management Program oversees the conservation of **energy** and the reduction of waste in **correctional institutions**.



The division's five regional offices are listed under the Operations Division entry.

#### LIBRARY SERVICES UNIT

CORRECTIONS 20

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3481

This unit provides **library** services to **inmates** and staff throughout the Ministry. The library (basement level, 2001 Eglinton Ave. E.) operates the Ministry **reading room** which offers public access to Ministry publications, statutes, and some manuals and internal procedures used by the Ministry.

The division's five regional offices are listed under the Operations Division entry.

#### PROGRAM SUPPORT AND COORDINATION

CORRECTIONS 21

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3380

This section is responsible for providing advice and consultation, standards development and review, program coordination, contract review, manual maintenance and technical responses, volunteer coordination, temporary absence coordination, parole board liaison, institutional procedures and direct service in Offender Classification and **Offender Transfer**. This section also coordinates the exchange of prisoners with other jurisdictions.

#### COMMUNITY CORRECTIONS BRANCH

CORRECTIONS 22

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3475

The branch coordinates the design and development of policy and standards for the implementation of community corrections programs. Ongoing tactical responses, consultation and support of these programs for **adult** and **young offenders** are also provided. The branch has two sections that report to an Executive Coordinator.

#### COMMUNITY CORRECTIONS BRANCH PROBATION AND COMMUNITY SERVICES SECTION

CORRECTIONS 23

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3475

The Probation and Community Services Section is responsible for the following programs: Probation, Parole, Alternative Measures, **Bail** Verification/Supervision, Community Service Orders (CSO), Drug/Alcohol, Driving While Impaired, Employment, Fine Option, Life Skills, Shoplifting, Treatment, Multiculturalism, Native Service, Restitution, Victim Offender Reconciliation (VORP), and New Community Corrections Initiatives.

## COMMUNITY CORRECTIONS BRANCH

CORRECTIONS 24

## RESIDENTIAL SERVICES SECTION

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3475

The Residential Services Section is responsible for the following programs: Community Residential Agreements (CRAs), Community Residential Centres (Adult CRCs), Open Custody Residences (Young Offenders), Family Violence Initiatives, Supportive Community Living, Band and Family Assisted Beds, and New Community Residential Initiatives.

## OFFENDER EDUCATION AND TRAINING UNIT

CORRECTIONS 25

2001 Eglinton Ave. E.  
Scarborough M1L 4P1  
416-750-3308

Educational programming for **inmates in correctional institutions** includes academic, technical, vocational and life skills courses. Basic reading and mathematics are provided, and **apprenticeship** and secondary school credits can be earned.

Boards of Education have been engaged to provide programming for **young offenders** aged 16 and 17 years who are the responsibility of the Ministry. The Boards also operate adult **basic education** activities (i.e., literacy and numeracy) in many jail and detention centre sites.

The division's five regional offices and the correctional institutions in each region are listed under the Operations Division entry.

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). An agency of the Ministry of Correctional Services is listed below.

## ONTARIO BOARD OF PAROLE

CORRECTIONS 26

2195 Yonge St., Ste. 201  
Toronto M4S 2B1  
416-963-0368

The Ontario Board of **Parole** has jurisdiction over all offenders who are serving sentences of two years less a day in provincial institutions.

The Chair, Ontario Board of Parole, is responsible for the overall administration of the Board. Five Regional Vice-Chairmen are responsible to the Chair for all Board decisions and for the total operation of their regions.

*Chair's Office*

2195 Yonge St., Ste. 201  
Toronto M4S 2B1  
416-963-0368

*Central Regional Parole Board*

2195 Yonge St., Ste. 204  
Toronto M4S 2B1  
416-963-0880

*West Central Regional Parole Board*  
90 Dundas St. W., 2nd Flr., Ste. 204  
**Mississauga, L5B 2T5**  
416-897-9808

*Northern Regional Parole Board*  
128 Larch St., Ste. 502  
**Sudbury P3E 5J8**  
705-675-4227

*Eastern Regional Parole Board*  
1055 Princess St., Ste. 307  
**Kingston K7L 1H3**  
613-547-3461

*Western Regional Parole Board*  
785 York Rd.  
P.O. Box 1716  
**Guelph N1H 6Z9**  
519-822-0482

## **ACTS**

### **ACTS**

### **CORRECTIONS 27**

The Ministry of Correctional Services is responsible for the Act, as amended, listed below.

Ministry of Correctional Services Act

## MINISTRY OF CULTURE AND COMMUNICATIONS

77 Bloor St. W.  
Toronto M7A 2R9  
FAX 416-965-0810

The Ministry of Culture and Communications was established in 1987 following a reorganization of the former Ministry of Citizenship and Culture.

It promotes cultural expression and development and encourages heritage preservation. The Ministry supports a number of community and provincial cultural and historical facilities and institutions, and assists Ontario's commercial cultural interests. It delivers programs in libraries and community information services, heritage conservation and the arts, and supports a number of provincial cultural agencies.

The Ministry advocates Ontario's interests in the communications field. It also provides policy advice on issues affecting Ontario consumers, suppliers and manufacturers of communications systems and services.

A network of 14 regional offices assists in the delivery of the Ministry's programs, resources and services across the province.

### DEPUTY MINISTERS' OFFICE

#### FRENCH LANGUAGE SERVICES

MCC 1

77 Bloor St. W., 9th Flr.  
Toronto M7A 2R9  
416-965-2506

This office coordinates implementation of the government's French Language Services Act, 1986, within the Ministry of Culture and Communications, the Ministry of Citizenship and their agencies.

It serves as a link between the francophone community and the ministries. The office of the coordinator also advises the ministries on ways to meet the needs of Ontario's francophone population.

#### SERVICES EN FRANÇAIS

Ce bureau met en oeuvre l'implantation de la Loi de 1986 sur les services en français. Auprès du ministère de la Culture et des Communications et des ses agences ainsi que du ministère des Affaires civiles.

Il sert de lien entre la communauté francophone et le ministère. Le bureau du coordonnateur fait aussi des recommandations au ministère sur les moyens de répondre aux besoins de la population francophone de l'Ontario.

#### COMMUNICATIONS AND MARKETING BRANCH

MCC 2

77 Bloor St. W., 10th Flr.  
Toronto M7A 2R9  
416-965-0615  
FAX 416-965-8622

The Communications and Marketing Branch provides communications services and, where required, information in English and French to the Ministry of Culture and Communications and the Ministry of Citizenship. It establishes the ministries' communi-



cations policies and advises branches on communications strategies. The branch also provides consultative and developmental services to senior ministry staff regarding communications planning and production of communications materials. Activities include media liaison; event coordination; answering public inquiries; production and distribution of publications, news releases, speeches and audio-visual materials; special promotions and marketing assistance to Ministry agencies and client groups. The Media Production Unit reports to the Communications and Marketing Branch and is described individually.

#### COMMUNICATIONS AND MARKETING BRANCH MEDIA PRODUCTION UNIT

MCC 3

77 Bloor St. W., 10th Flr.  
Toronto M7A 2R9  
416-965-6761

The Media Production Unit prepares copy for typesetting, creates design and camera-ready art for Ministry publications and audio-visual materials and arranges for their production. It also monitors ministry material to ensure consistency of style and quality.

#### FINANCE AND ADMINISTRATION DIVISION

##### LEGAL SERVICES BRANCH

MCC 4

77 Bloor St. W., 2nd Flr.  
Toronto M7A 2R9  
416-965-5793

The branch provides legal services such as advice, contracts, real estate, etc. to the Ministry of Culture and Communications, the Ministry of Citizenship and their agencies. It counsels the ministries, interprets statutes and regulations, and prepares and reviews proposed legislation, regulations and other legal documents.

##### MANAGEMENT SYSTEMS AND SERVICES BRANCH

MCC 5

77 Bloor St. W., 4th Flr.  
Toronto M7A 2R9  
416-965-7486

Management Systems and Services Branch is responsible for systems development, operations and maintenance, **records management** and forms control (965-0665) for the Ministry of Culture and Communications and the Ministry of Citizenship. These services help the ministries' staff plan, develop, deliver and evaluate their programs. Systems development involves the definition, development, implementation and documentation of computerized and non-computerized information and administrative systems, as well as liaison with Ministry of Government Services' Computer and Telecommunication Services Division and systems services in the private sector.

The branch provides central administrative services for the Ministries, including purchase of goods and services, supply management, printing, duplicating, mail and transportation services, assets management and maintenance of policy and procedures manuals (e.g., Management Board Directives and Guidelines). In cooperation with the Ministry of Government Services it coordinates common services such as telephones, acquisition and design of office accommodation and purchasing of frequently used supplies.

## MANAGEMENT SYSTEMS AND SERVICES

MCC 6

## BRANCH

## LIBRARY/RESOURCE CENTRE

77 Bloor St. W., 9th Flr.

Toronto M7A 2R9

416-965-6763

416-963-2914 (A-V line)

The Resource Centre and **Library** maintain an up-to-date collection of books, pamphlets, **films**, video **tapes** and teaching materials which are available to all staff of the Ministry of Culture and Communications, the Ministry of Citizenship, and the Ministry of Tourism and Recreation, and to any community organization involved in **cultural** or recreational programs. Topics include **community development**, **multiculturalism**, informal **education**, **language training**, **recreation**, **leisure**, **retirement planning**, human relations, **prejudice**, **theatre**, **arts and crafts**, **Native peoples**, **disability**, **librarianship** and **volunteers**. Staff can assist in finding materials. The Resource Centre operates the Ministry **reading room** which provides public access to the Ministries' publications, statutes, regulations, and most manuals and internal procedures used by the Ministries. In Toronto, contact the Resource Centre; other areas contact regional offices listed under Regional Services, Ministry of Culture and Communications or Ministry of Tourism and Recreation.

## HUMAN RESOURCES BRANCH

MCC 7

77 Bloor St. W., 3rd Flr.

Toronto M7A 2R9

416-965-0225

The Human Resources Branch performs personnel functions for the Ministry of Culture and Communications and the Ministry of Citizenship, working mainly in an advisory capacity with all line managers whose primary task is personnel matters within their units. The branch is responsible for human resource policies and procedures, an **Employment Equity Program**, establishment of employee classification and compensation levels, staff recruitment, human resource planning, training and development, employee counselling, investigation of employee grievances and all matters affecting working conditions and performance. The branch also maintains the personnel, payroll and employee benefit records; serves as liaison between the Ministries and the Human Resources Secretariat, Management Board and the Ontario Public Service Employees Union (OPSEU); plans and coordinates the ministries' participation in government-wide **Experience programs** and operates an occupational health and safety program.

## FINANCE BRANCH

MCC 8

77 Bloor St. W., 4th Flr.

Toronto M7A 2R9

416-965-3649

The Finance Branch provides the Ministry of Culture and Communications and the Ministry of Citizenship with financial management and accounting services. Branch functions include: supporting program managers in budget preparation, financial analysis, management by results and program evaluation; liaison with central agencies, other ministries and the Provincial Auditor; processing, including the pre-audit and recording of all expenditures and revenues; preparation of financial reports for management information. The branch establishes the ministries' accounting and financial policy.

**INTERNAL AUDIT BRANCH**

MCC 9

77 Bloor St. W., 3rd Flr.

Toronto M7A 2R9

416-965-9941

The Internal Audit Branch is responsible for carrying out independent and objective review and evaluation of financial and management systems and controls, in order to assist the Deputy Ministers of the Ministry of Culture and Communications and the Ministry of Citizenship and their management in the effective discharge of responsibilities.

**REGIONAL SERVICES**

MCC 10

77 Bloor St. W., 3rd Flr.

Toronto M7A 2R9

416-965-9128

Staff of Regional Services offices throughout the Province encourage and develop increased opportunities for public involvement in **cultural, multicultural and citizenship** activities for Ontarians. Consultants work with municipalities, community groups and organizations to identify and provide access to appropriate resources. Functions of Regional Services include provision of information and delivery of Ministry of Culture and Communications and the Ministry of Citizenship programs and services at the community and regional levels.

Regional Services also collects and assesses data, clarifies issues and provides innovative and effective program strategies to ensure relevancy of the Ministries' programs, in cooperation with the Ministries' program divisions.

Consultants administer the Ministries' **grants** to groups and organizations for community projects, the **Community Facilities Improvement Program, heritage and historical** programs (**Ontario Heritage Act**), public **libraries, museums**, multicultural service programs, leadership, **volunteer** and organization development programs, intercultural development, reception, orientation, **English as a Second Language**, training for **immigrants**, community information centres, **youth employment** program, special projects and community **arts** development (Ontario Arts Council).

Regional Services Consultants can be reached at the following offices:

**CENTRAL REGION****EASTERN REGION***Regional Office*

10 St. Mary St., 2nd Flr.

Toronto M7A 2R9

416-965-6597

114 Worsley St.

Barrie L4M 1M1

705-737-0543

If long distance dial

1-800-461-4308

*Regional Office*

1 Nicholas St., Rm. 1102

Ottawa K1N 7B7

613-566-3728

If long distance dial

1-800-267-1910

280 Pinnacle St., Ste. 3

Belleville K8N 3B1

613-968-3474

If long distance dial

1-800-267-0573



## NORTHERN REGION

### *Regional Office*

200 Elm St. E., 4th Flr.

**Sudbury P3C 5N3**

705-675-4383

If long distance dial

1-800-461-4025

479 Government Rd., Box 3000

**Dryden P8N 3B3**

807-223-3331

390 Bay St., 3rd Flr.

**Sault Ste. Marie P6A 1X2**

705-759-8652

If long distance dial

1-800-461-7284

Ontario Government Bldg.

1825 Arthur St. E.

**Thunder Bay P7E 5N7**

807-475-1683

If long distance dial

1-800-465-6939

22 Wilcox St., 2nd Flr.

**Timmins P4N 3K6**

705-267-8018

If long distance ask

operator for Zenith 98991

30 Duke St. W, 4th Flr.

**Kitchener N2H 3W5**

519-578-8200

If long distance dial

1-800-265-2189

255 Dufferin Ave., 6th Flr.

**London N6A 5K6**

519-679-7146

If long distance dial

1-800-265-4731

15 Church St., Ste. 406

**St. Catharines L2R 3B5**

416-685-7397

If long distance dial

1-800-263-2440

221 Mill St., 6th Flr.

**Windsor N9C 2R1**

519-256-5486

If long distance dial

1-800-265-5668

## WESTERN REGION

### *Regional Office*

119 King St. W., 8th Flr.

Box 2112

**Hamilton L8N 3Z9**

416-521-7229

If long distance dial

1-800-263-8514



**REGIONAL SERVICES  
TECHNICAL UNIT**  
77 Bloor St. W., 3rd Flr.  
Toronto M7A 2R9  
416-965-0322

MCC 11

The Technical Unit provides consultation on planning studies and technical advice to the Ministry of Culture and Communications and the Ministry of Citizenship consultants and clients (municipalities and incorporated non-profit organizations and community groups) on the development and operation of **cultural** and **multicultural** facilities. It reviews construction management of capital projects in the Ministries' agencies and major grant recipients. The section also offers publications and training workshops on planning and design issues.

For information about the Ministries' programs and services, contact field offices listed under Regional Services, Ministry of Culture and Communications.

## **CULTURE DIVISION**

**CULTURAL INDUSTRIES AND AGENCIES  
BRANCH  
BOOK PUBLISHING PROGRAM**  
77 Bloor St. W., 6th Flr.  
Toronto M7A 2R9  
416-965-6487

MCC 12

Canadian-owned, Ontario-based **book publishers** may be eligible for assistance from the Province of Ontario, either through a guarantee of a **loan** made by a commercial lending institution and/or a rebate of interest paid on such loans.

The Book Publishing Program is administered in cooperation with the **Ontario Development Corporation**.

**CULTURAL INDUSTRIES AND AGENCIES  
BRANCH  
FESTIVAL ONTARIO**  
77 Bloor St. W., 6th Flr.  
Toronto M7A 2R9  
416-965-6487

MCC 13

Festival Ontario assists with **exhibitions** from major **cultural** and **arts** institutions (e.g., **Art Gallery of Ontario**, **Royal Ontario Museum**, **Ontario Science Centre**, **Ontario Educational Communications Authority (TVOntario)**, **Ontario Arts Council**, **Ontario Film Theatre**, **Royal Botanical Gardens**, **McMichael Canadian Collection**, **Science North**). These exhibitions are available, free of charge, to communities to augment **festivals** or special events. Festival Ontario does not organize festivals but provides assistance at the request of communities. Contact the individual agencies listed above.

## CULTURAL INDUSTRIES AND AGENCIES

MCC 14

## BRANCH

## OUTREACH ONTARIO

77 Bloor St. W., 6th Flr.

Toronto M7A 2R9

416-965-6487

Outreach Ontario is designed to decentralize our **cultural** resources by encouraging provincial cultural institutions to diversify their programs, expand extension services and undertake cooperative projects throughout Ontario. Cultural agencies and institutions involved include: the Art Gallery of Ontario, the Royal Ontario Museum, the Royal Botanical Gardens, the Ontario Educational Communications Authority (TVOntario), the McMichael Canadian Collection, the Ontario Science Centre and Science North. These agencies develop and administer their own Outreach programs. Contact the individual agencies listed above.

## ARTS BRANCH

MCC 15

77 Bloor St. W., 3rd Flr.

Toronto M7A 2R9

416-965-6256

The Arts Branch develops policies and programs to encourage excellence in the **arts** and wider participation in arts activities; provides operating **grants** to provincial **cultural** institutions and agencies, provincial arts service organizations, and certain arts training institutions; and coordinates the Ministry of Culture and Communications **Community Project Grants (Arts)**. The Arts Abroad and Ontario-Quebec Commission for Cooperation programs are described separately. For information, contact the main office or regional offices listed under Regional Services, Ministry of Culture and Communications.

## ARTS BRANCH

MCC 16

## ARTS ABROAD

77 Bloor St. W., 3rd Flr.

Toronto M7A 2R9

416-965-6509

This office provides information and/or **grants** to professional and community based **arts** organizations involved in interprovincial or international **cultural exchanges**. Criteria for assessment include public accessibility, community support, artistic excellence, financial accountability of group and the 'special' versus on-going nature of the project. The level of funding will be determined on a competitive, juried basis. A variety of cultural exchanges between Ontario and Quebec are assisted under the auspices of the **Ontario- Quebec Commission for Cooperation**.

## LIBRARIES AND COMMUNITY INFORMATION

MCC 17

## BRANCH

## PUBLIC LIBRARIES UNIT

77 Bloor St. W., 3rd Flr.

Toronto M7A 2R9

416-965-2696

The Public Libraries Unit, administers the Public Libraries Act, 1984. It provides consultative assistance to library boards, **municipalities** and to **Indian Band Councils**, on the establishment, organization and management of county libraries, **public libraries** and

Ontario Library Services areas. The unit also administers the operating grants formula and assists in the provision of library service to areas without municipal organization. Special financial assistance supports library boards in the development and delivery of french-language, native and multicultural library and literacy services and resources for children, young people, seniors and the disabled. The Writers-in-Libraries Program and the Trillium Book Award are administered by the Libraries Unit. The unit offers statistics and research services to public libraries and the Ministry for planning the development and coordination of library services in Ontario. It publishes statistical reports and other material on public library service for distribution to the general public. The Libraries Unit also promotes library service through Ontario Public Library Week and encourages library use throughout Ontario; develops and analyzes policy proposals with reference to library operations and their funding; implements policy decisions; holds courses and workshops for the education and training of library personnel; and administers EXCEL: a certificate program in managing a small public library; and writes histories on aspects of public library service.

#### LIBRARIES AND COMMUNITY INFORMATION BRANCH

MCC 18

##### ONTARIO LIBRARY SERVICE UNIT

77 Bloor St. W., 3rd Flr.

Toronto M7A 2R9

416-965-2696

The Ontario Library Service Unit is responsible for the 8 Ontario Library Service areas established under the Public Libraries Act, 1984, to deliver programs and services on behalf of the Ministry.

#### LIBRARIES AND COMMUNITY INFORMATION BRANCH

MCC 19

##### TECHNICAL DEVELOPMENT UNIT

77 Bloor St. W., 3rd Flr.

Toronto M7A 2R9

416-965-2696

The Technical Development Unit offers a range of advisory services in the use of computers and telecommunications to facilitate communication and cooperation between libraries. It participates in library planning activities, prepares feasibility studies, evaluates computer-based systems and provides consultative and financial services in areas of automation, networking and technology. It supports OPLIN, the Ontario Public Library Information Network.

#### LIBRARIES AND COMMUNITY INFORMATION BRANCH

MCC 20

##### COMMUNITY INFORMATION SERVICES UNIT

77 Bloor St. W., 5th Flr.

Toronto M7A 2R9

416-965-2696

The Community Information Services Unit provides grants to fund eligible community information centres (CICs). It advises on matters such as information management, policy, staffing and volunteer training. The unit also produces resource materials and provides



developmental assistance to CICs. Contact regional offices listed under Regional Services, Ministry of Culture and Communications.

#### HERITAGE BRANCH

MCC 21

77 Bloor St. W., 2nd Flr.

Toronto M7A 2R9

416-965-7635

The Heritage Branch is comprised of three sections which are described individually: Heritage Programs; Financial Services and Policy Development; and Heritage Administration. For information, contact the main office or regional offices listed under Regional Services, Ministry of Culture and Communications, or the Archaeological Field Offices.

#### HERITAGE BRANCH

MCC 22

##### HERITAGE PROGRAMS SECTION

77 Bloor St. W., 2nd Flr.

Toronto M7A 2R9

416-965-4021

The Heritage Programs Section endeavours to increase public participation in the development of Ontario's heritage resources. It administers **Ontario Heritage Foundation (OHF) grants** and assists with local/regional historical projects, **architectural conservation**, **archaeological** research and natural **heritage** preservation. The Section is comprised of four Units.

The Historical Resources and Museums Unit (965-3937 and 965-4021) provides financial assistance and professional advice to community **museums** and historical societies. It assists the Ontario Heritage Foundation in administering the provincial **Historical Plaque** and various Heritage grants programs. Through its **Local Heritage Plaque Assistance Program**, it supports municipalities and community groups. The unit also offers an **artifact conservation** service for museum collections.

The Architecture and Heritage Planning Unit (965-4961) advises other provincial government ministries, municipalities, **Local Architectural Conservation Advisory Committees (LACACs)**, other heritage organizations, and the private sector on heritage conservation and planning, and provides technical assistance and advice on conservation practices and techniques. The Unit also administers and advises the Ontario Heritage Foundation on its architectural conservation grants, and administers the Ministry's **Preserving Ontario's Architecture Program**, **Ontario Heritage Properties Program** and **Ontario Heritage Bridge Program**.

The Archaeology Unit (965-4490) offers OHF grants and advice to aid archaeological research and preservation. Its staff assists the Ontario Heritage Foundation with archaeological licences, site designations and stop orders. The unit maintains an archaeological **sites** database. The six offices aid local archaeological preservation and programs through: The **Community Facilities Improvement Program (CFIP)**; archaeology grants to municipalities, Indian Bands, and local groups; and advice on archaeological resource management.

The Natural Heritage Unit (965-8199) assists and facilitates the protection of natural heritage areas through partnerships with other public and private agencies and individuals. It encourages private stewardship of natural features as an alternative to public acquisition. The unit provides financial assistance through grants and loans for projects involving the identification, protection and management of natural areas.



**Archaeological Field Offices**

207 First St. S., P.O. Box 2880  
**Kenora P9N 3X8**  
 807-468-8928  
 (Northwestern)

55 Centre St.  
**London N6J 1T4**  
 519-433-8401  
 (Southwestern)

1825 East Arthur St.  
**Thunder Bay 'F' P7E 5N7**  
 807-475-1683  
 (North Central)

1 Nicholas St., Ste. 1105  
**Ottawa K1N 7B7**  
 613-566-3731  
 (Eastern)

390 Bay St., 3rd Flr.  
**Sault Ste. Marie P6A 2A7**  
 705-253-2625  
 (Northeastern)

77 Bloor St. W., 2nd Flr.  
**Toronto M7A 2R9**  
 416-965-8258  
 (South Central)

**HERITAGE BRANCH**  
**FINANCIAL SERVICES AND POLICY**  
**DEVELOPMENT SECTION**

MCC 23

77 Bloor St. W., 2nd Flr.  
 Toronto M7A 2R9  
 416-965-8874

The Financial Services and Policy Development Section serves the branch and the Ontario Heritage Foundation. It is responsible for financial planning, budgeting, and reporting, as well as coordination, review, and analysis of policy/legislation related to the mandate, objectives and activities of both the Heritage Branch and the Ontario Heritage Foundation.

**HERITAGE BRANCH**  
**HERITAGE ADMINISTRATION SECTION**

MCC 24

77 Bloor St. W., 2nd Flr.  
 Toronto M7A 2R9  
 416-965-5727

This Section provides administrative services to the branch and the **Ontario Heritage Foundation's** programs. Section staff support the Foundation by reviewing, planning and acquiring properties offered for Foundation ownership; restoring and managing the heritage structures owned by the Foundation, including the **Elgin/Winter Garden Theatre** complex; managing owned natural heritage properties; collections management and custodial arrangements for the display of cultural property (art and artifacts); negotiating and monitoring heritage **easement** agreements and administering the Foundation's **Niagara Escarpment Program**. The **Niagara Escarpment Plan** involves interministry coordination and cooperation in the delivery of a 10- year program of land acquisition and public education. The Section also coordinates branch management activity in the area of grants services and communications support for The Ontario Heritage Foundation.

## ARCHIVES OF ONTARIO

MCC 25

77 Grenville St.  
 Toronto M7A 2R9  
 416-965-4030

The Archives of Ontario administers the Archives Act. It acquires significant unpublished **documents** to preserve Ontario's **historical heritage** and to retain information of long-term operational value to government ministries. It also obtains important non-current records from Ontario government agencies through statutory control, and important historical **manuscripts, maps, pictures, photographs**, early **newspapers**, **audio-visual** archives, etc., from other sources through donation or purchase. The Archives of Ontario maintains a conservation **laboratory** for document restoration of Archives' holdings and operates a **library** (965-4039) and public **reading room** for historical, administrative, legal or other **research**. It welcomes information on the location of historical material. The Archives has published **A Guide to the Holdings of the Archives of Ontario**, 2 vols. (1986).

Archives' staff also offer advice and assistance to ministries and government agencies on cost-efficient **records management**, including **forms control**, **microrecording**, correspondence and reports. Records management training courses are coordinated for ministries and government agencies (for information call 965-2187).

## COMMUNICATIONS DIVISION

MCC 26

## COMMUNICATIONS DIVISION

1201 Wilson Ave., East Bldg.  
 Downsview M3M 1J8  
 416-235-4634

The Communications Division provides policy, operational and technical advice on issues affecting Ontario consumers, suppliers and manufacturers of telecommunications systems and service. Activities include policy development, representations/interventions before the federal government and CRTC, research, technology assessments, and industry and federal-provincial liaison on **communications** matters. Division **publications** are the Ontario Communications News, the Ontario Communications Handbook and a wide range of technical reports on communications matters.

## OPERATIONS AND TECHNOLOGY OFFICE

MCC 27

1201 Wilson Ave., East Bldg.  
 Downsview M3M 1J8  
 416-235-4640

This office improves **communications** service by promoting the application of new **technology** in telecommunications, transportation and other sectors, both public and private, by providing operational and technical assessments, advice and/or demonstration projects.

## BROADCASTING AND CABLE BRANCH

MCC 28

1201 Wilson Ave., East Bldg.  
 Downsview M3M 1J8  
 416-235-4634

The Broadcasting and Cable Branch actively promotes policies, positions and activities relating to the broadcasting and cable interests of Ontario's residents and industries, through **research**, investigations and presentations to the Canadian Radio-Television and

Telecommunications Commission (CRTC) and the federal government. The branch also fosters economic growth in broadcasting, cable and related industries.

The Cable Office (235-4650) represents Ontario's interests concerning cable **television** services and other non-broadcast delivery **technologies**. The office identifies and evaluates regulatory issues, and develops and recommends policies and positions to the CRTC and the federal government, in order to influence federal policy.

The Broadcasting Office (235-4645) represents the interests of Ontario in **broadcasting** by examining regulatory issues and recommending policies and positions to the CRTC and the federal government to influence federal policy.

#### TELECOMMUNICATIONS BRANCH

MCC 29

1201 Wilson Ave., East Bldg.

Downsview M3M 1J8

416-235-4634

This branch promotes policies, positions and activities relating to the **telecommunications** interests of Ontario's residents and industries through **research** and presentations to the **Canadian Radio- Television and Telecommunications Commission (CRTC)** and the federal government. The branch also encourages economic growth in the telecommunications sector.

The Telecommunications Policy Office (235-4655) makes recommendations on telecommunications policies and positions, including representations to the federal Department of Communications (DOC) to influence federal policy. The office also advises the Lieutenant Governor-in-Council on policy direction for the **Ontario Telephone Service Commission (OTSC)**.

The Regulatory Matters Office (235-4661) identifies and evaluates telecommunications regulatory issues. It makes recommendations to the CRTC to promote access to services at reasonable rates and provide efficient communications networks and economic growth.

The Telecommunications Industry Development Office (235-4667) provides industry analysis in the telecommunications sector to the Ministry, and assists with the economic growth of **industry**.

#### AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). The Ministry of Culture and Communications agencies are listed below. For information, contact the appropriate agency at the telephone number listed.

#### ART GALLERY OF ONTARIO

MCC 30

317 Dundas St. W.

Toronto M5T 1G4

416-977-0414

The Art Gallery of Ontario cultivates and advances the cause of visual **arts** in Ontario with programs, lectures and **films** on origins, development, appreciation and techniques. The Gallery exhibits works of **art** from its permanent collection and invitational and loan **exhibitions** in the art gallery and **The Grange**, a restored historic Toronto house. Exhibitions are also circulated to Ontario communities. The Gallery offers an art rental service, art **book** shop, **audio-visual library**, art reference library, art classes, **tours** and **speakers**



**bureau.** It is closed on Mondays from Labor Day to Victoria Day. Admission is free on Wednesday evenings from 5:30-9:00 pm.

CJRT-FM INC.  
297 Victoria St.  
Toronto M5B 1W1  
416-595-0404

MCC 31

CJRT-FM provides adult education opportunities for the citizens of Ontario by offering **university** level credit courses. Its programming also promotes a better understanding and appreciation of such fields of interest as the **arts, music and literature**. All program content is presented without commercial sponsorship.

CONSERVATION REVIEW BOARD  
77 Bloor St. W., 2nd Flr.  
Toronto M7A 2R9  
416-965-1432

MCC 32

The Conservation Review Board holds hearings, at the request of a municipality, if owners object to municipal designation of property for **historical or architectural conservation**. The Board reports its findings to the municipal council. Hearings are also held for appeals on the Minister's designation of **archaeological** or historic sites or on the Minister's refusal of archaeological **licences**.

ONTARIO ARTS COUNCIL  
151 Bloor St. W., 5th Flr.  
Toronto M5S 1T6  
416-961-1660

MCC 33

-The Ontario Arts Council promotes study, enjoyment and participation in the arts. It provides **grants** in response to applications from such performing and creative **arts** groups as **theatre and dance** companies, **orchestras**, concert societies, **art galleries** and **schools**, **publishing** houses, **periodicals**, local and regional arts councils and **festivals**, arts service groups and community arts projects. Individual **artists** (e.g., painters, **sculptors**, **playwrights**, **composers**, **writers**, **choreographers**, **poets**, **film-makers**, video artists and **photographers**) may also apply. The Council has officers on staff representing various arts disciplines and pursuits. Other programs include **Creative Artists In Schools (CAIS)**, and **Ontour**, which assist concert artists, soloists, performing groups, and groups that sponsor local appearances. The Ontario Arts Council is concerned with the development of local and regional arts resources, and **Franco-Ontarian** arts. It also administers endowment funds and competitions.

ONTARIO EDUCATIONAL COMMUNICATIONS  
AUTHORITY  
TVONTARIO  
Box 200, Station Q  
Toronto M4T 2T1  
416-484-2700  
Toll-free: 1-800-268-8840

MCC 34

TVOntario (TVO), a provincial broadcaster responsible for **educational** programming in Ontario, designs and produces TV-based learning systems in English and **French** for in-school, **preschool**, and **adult education**. The educational **television** broadcast signal reaches



95 per cent of the Ontario population. It is delivered via an Anik C3 satellite to sixteen major transmitters, as follows: Toronto (Channel 19), Ottawa (Channel 24), Kitchener (Channel 28), London (Channel 18), Chatham (Channel 59), Windsor (Channel 32), Thunder Bay (Channel 9), Sudbury (Channel 19), Sault Ste. Marie (Channel 20), North Bay (Channel 6), Owen Sound (Channel 12), Timmins (Channel 7), Belleville (Channel 53), Kingston (Channel 38), Penetanguishene (Channel 51), and Peterborough (Channel 18). Through the same satellite, the TVO signal is delivered to over 191 low power repeater transmitters to communities across northern Ontario and cable companies throughout the province. TVOntario operates la chaîne française, a channel featuring 80 hours of French language programming (English on Sunday afternoons), which is delivered via satellite to Ontario cable companies. TVO also distributes video and audio **tapes**, maintains a **library**, and publishes print materials supporting educational programming. The broadcast day is 16 hours in length. Schedules and program information are available on request.

#### ONTARIO FILM DEVELOPMENT CORPORATION

MCC 35

81 Wellesley St. E.  
Toronto M4Y 1H6  
416-965-8393

To foster the development of Canadian-owned, Ontario-based **film** production and distribution companies, the Ontario Film Development Corporation (**OFDC**) has established a series of programs. Investment funding is available to assist with development, production, and distribution of film/video products. A program aimed at strengthening ongoing production companies through **loan** guarantees is also in operation.

#### ONTARIO HERITAGE FOUNDATION

MCC 36

77 Bloor St. W., 2nd Flr.  
Toronto M7A 2R9  
416-965-9504

The Ontario Heritage Foundation (OHF) advises the Minister of Culture and Communications on issuing **archaeological licences** and designating significant archaeological sites. **Grants** are provided to: stimulate innovative work in archaeology and help complete artifact analysis; encourage conservation of buildings possessing **historical** or **architectural** significance, and assist with the research and publication of **manuscripts** of local, regional or specialized interest. The foundation also undertakes public education programs, including the erection of historical **plaques** which recognize people, places, buildings and events of historical significance to the Province. Cultural and natural **heritage** properties, works of **art** and historical artifacts are acquired, usually by donation. For information, contact the main office or regional offices listed under Regional Services, Ministry of Culture and Communications.

#### ONTARIO HISTORICAL STUDIES SERIES

MCC 37

Victoria University  
73 Queen's Park Crescent  
Toronto M5S 1K7  
416-585-4586

The **Ontario Historical Studies Series (OHSS)** office produces comprehensive, scholarly and readable books on the **historical** development of Ontario. The series of publications is divided into six parts: bibliography of Ontario history; biographies of major premiers; historical atlas; theme studies on aspects of Ontario's economic, social, political and

cultural development; general history and oral history featuring interviews with people who have played a key role in Ontario's development. The OHSS is funded by the Ministry of Culture and Communications.

#### ONTARIO SCIENCE CENTRE

MCC 38

770 Don Mills Rd.  
Don Mills M3C 1T3  
416-429-4100

Through innovative methods, the Ontario Science Centre makes **science and technology** appealing to people of all ages. Visitors participate in unique exhibits, demonstrations, workshops and theatre presentations. The Centre provides special **exhibitions, films** and free **education** programs for Canadian school classes booked in advance. Through the Outreach program, travelling exhibitions visit shopping malls, schools, libraries and recreation centres throughout Ontario. The Centre also houses the **Ontario Film Institute** which is a reference and information centre, the **Ontario Film Theatre** which screens films, and the **Ontario Film Archives**. Weekly film programs are presented for **senior citizens**. The Centre is fully accessible to the physically handicapped and is open 7 days a week. For a recorded message giving general information on special programs, admission costs and hours, call 416-429-0193.

#### ONTARIO TELEPHONE SERVICE COMMISSION

MCC 39

3625 Dufferin St., Ste. 200  
Downsview M3K 1Z2  
416-235-4950

Under the **Telephone Act**, the Ontario Telephone Service Commission (**OTSC**) regulates providers of telephone service within provincial jurisdiction. There are 30 telephone systems under the Commission's authority. Bell Canada is not included since it reports to the Canadian Radio-Television and Telecommunications Commission (CRTC).

#### ROYAL BOTANICAL GARDENS

MCC 40

Box 399  
Hamilton L8N 3H8  
416-527-1158

The Royal Botanical Gardens in Hamilton-Wentworth and Halton Regions comprise 2000 acres of developed **gardens** featuring world- renowned plant collections, and extensive natural areas with 27 miles of interpretive nature trails. Educational programs include: courses on horticulture, botany and design with plant materials; instruction for school classes; and **university credit courses**. An extensive Outreach Program exists with exhibits for loan, speakers and consultations. The Royal Botanical Gardens also offer the public extensive **horticultural** information on ornamental, native and poisonous **plants**, and edible or poisonous **mushrooms**, as well as information on **birds**. **Tours** can be arranged.

A **library** specializing in botany and ornamental horticulture in Ontario is open to the public from 9:00am to 5:00pm on weekdays, and from 9:00am to 12:00 noon on Saturdays. At the library, the **Centre for Canadian Historical Horticultural Studies (CCHS)** holds a collection of literature, documents, biographical information and artifacts relating to Canadian horticulture.

**ROYAL ONTARIO MUSEUM**

MCC 41

100 Queen's Park  
Toronto M5S 2C6  
416-586-5549

The Royal Ontario Museum (**ROM**), incorporating the **Canadiana** collections at 14 Queen's Park Crescent W. (586-5549) and the **McLaughlin Planetarium** (586-5736), is the largest of Canada's public **museums** and a major **research** institution with excellent collections in 20 departments. These include the **arts**, **archaeological** studies (e.g., Chinese, Egyptian) and **science** (e.g., Mammalogy, Mineralogy, Entomology, Ornithology, Vertebrate Palaeontology). The departments identify objects related to their fields such as **birds**, **insects**, works of art, artifacts, etc., for information only, not for monetary purposes (call or write for appointment). The ROM maintains specialized **libraries** and offers group **tours** (for tour information call 586-5572), a Discovery Room (inviting public participation when viewing exhibits), travelling **exhibitions**, museumobiles, a **speakers bureau**, lectures and **art** instruction, showings of **films**, and clubs for **senior citizens** and **children**. The museum is open 7 days a week.

**SCIENCE NORTH**

MCC 42

100 Ramsay Lake Rd.  
Sudbury P3E 5S9  
705-522-3701

Through a combination of exhibits, demonstrations and films, Science North provides **science** and **technology** programs of interest to all ages. It also operates the **Big Nickle Mine**, and offers the only public **tour** of a working **mine** in Ontario. An entertaining and exciting 3-D **film** presents information on science and technology in northern Ontario. Science North is open in the winter every day except Monday, from 11:00 am - 5:00 pm, and in the summer every day from 9:00 am - 7:00 pm. It is fully accessible to the physically disabled. Big Nickle Mine is open from May to October. For a recorded message giving general information on special programs, admission costs and hours, call 705-522-3700.

**THE McMICHAEL CANADIAN COLLECTION**

MCC 43

Islington Ave.  
Kleinburg L0J 1C0  
416-893-1121

Built of handhewn logs and fieldstone on the wooded banks of the beautiful Humber River, the art gallery exhibits one of Canada's most important collections of paintings by the **Group of Seven** and other Canadian masters such as Tom Thomson, Emily Carr, Clarence Gagnon, David Milne and J. W. Morrice. Sculptures, paintings and prints by **native Indian** and **Inuit artists** are also featured.

The **art** gallery is open from 11:00 am to 5:00 pm daily during the summer months (Victoria Day weekend in May to Thanksgiving in October), and from 11:30 am to 4:30 pm (closed Mondays) during the winter months. The Restaurant and Gallery Shop are open during gallery hours.



Group tours are invited. For information on admission fees and tours, call 416-893-1121.

## ACTS

### ACTS

MCC 44

The Ministry of Culture and Communications is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Archives Act  
 Art Gallery of Ontario Act  
 Arts Council Act  
 Centennial Centre of Science and Technology Act  
 Foreign Cultural Objects Immunity from Seizure Act  
 George R. Gardiner Museum of Ceramic Art Act, 1981  
 John Graves Simcoe Memorial Foundation Act  
 McMichael Canadian Collection Act  
 Ministry of Citizenship and Culture Act  
 Muskoka and Parry Sound Telephone Co. Ltd.  
 Acquisition Act, S.O. 1978, c.43.  
 Ontario Educational Communications Authority Act  
 Ontario Heritage Act  
 Ontario Telephone Development Corporation Act  
 Public Libraries Act  
 Royal Botanical Gardens Act, 1941, as amended  
 Royal Ontario Museum Act  
 Science North Act  
 Telephone Act



## MINISTRY OF EDUCATION

900 Bay St., Mowat Block  
Queen's Park, Toronto M7A 1L2

The Ministry of Education ensures the provision of elementary and secondary school education in Ontario, including correspondence courses, and schools for the deaf, the blind and the handicapped.

One of the oldest ministries in the Ontario Government, the Ministry of Education was established in February 1867. It is responsible for determining the general direction of education and policy in the elementary and secondary schools of the province. Other responsibilities include: providing broad guidelines for the curriculum of Ontario schools; approving the list of textbooks from which school boards make selections for schools; establishing requirements for student diplomas and certificates; setting requirements for and issuing teaching certificates; distributing funds allocated by the Legislature for assisting school boards with the costs of operating schools; making regulations to govern the school year and holidays of students, the organization of schools and the duties of teachers and school board officials.

ASSISTANT DEPUTY MINISTER  
FRANCO-ONTARIAN EDUCATION  
900 Bay St., Mowat Block, 22nd Flr.  
Queen's Park, Toronto M7A 1L2  
416-965-2190

EDUC 1

The office of the Assistant Deputy Minister, **Franco-Ontarian Education** advises the Minister on all matters pertaining to the **education** of Francophones at the elementary and secondary levels.

La sous-ministre adjointe à l'éducation franco-ontarienne est responsable d'aviser le ministre de l'Éducation sur tous les aspects qui ont trait à l'éducation des francophones aux paliers élémentaire et secondaire.

## CORPORATE PLANNING AND POLICY

POLICY ANALYSIS AND RESEARCH BRANCH  
900 Bay St., Mowat Block, 15th Flr.  
Queen's Park, Toronto M7A 1L2  
416-965-6789

EDUC 2

The Policy Analysis and Research Branch provides analysis and advice on the Ministry of Education's policies, and identifies current issues to be addressed. The branch **also** regulates the contracting of **educational research** production and disseminates the results of research to school boards, government and the public (965- 3141). Research findings of the Ministry's **contracts** are **published** through the Ontario Government Bookstore (see Publications Services entry under Ministry of Government Services).

The branch gathers, validates and analyses data on **school boards**, and **schools** (965-2609/3156), and develops and maintains education **statistics** and publications (965-2636).

A public **Information Service** answers written and telephone enquiries on all education-related matters, and acts as a reference source for a wide and divergent audience (in area code 416, call 965- 6407; outside Metropolitan Toronto calling area, call toll-free 1- 800-268-7501; in area code 807, ask operator for Zenith 64140).

The **Information Centre** (965-1451) maintains a collection of books, periodicals and reports; provides **library** reference, research and current awareness services to staff; and operates a **reading room** (965-1451) offering public access to publications, statutes, regulations, manuals and internal procedures of the Ministry.

#### LEGISLATION BRANCH

EDUC 3

900 Bay St., Mowat Block, 18th Flr.  
Queen's Park, Toronto M7A 1L2  
416-965-2228

The branch provides legislative and legal services for policy initiation and revision of laws, and ensures that Ministry action accords with the statutory and regulatory framework of the province. Consultative services are offered to the Ministry of Education, agencies, school boards and the public to facilitate the implementation of government policy. The branch also provides administrative services for processing legal documents and executing legal procedures, as required by educational legislation on behalf of the Minister.

#### EDUCATION LIAISON AND EXCHANGE BRANCH

EDUC 4

900 Bay St., Mowat Block, 14th Flr.  
Queen's Park, Toronto M7A 1L2  
416-965-5620

The branch encourages educational and **cultural exchanges of students and teachers** (965-5635) and may provide **grants** for these projects, including: the **International Student Exchange** (965-5606), **Ontario-Quebec Student Exchange** (965-5989), **Ontario-Quebec School Twinning** (965-5989), **Ontario Young Travellers** (965-9116), **Teacher Exchange Programs**, **international and inter-provincial** (965-5635). In cooperation with the Department of External Affairs, the branch administers **Canadian Studies Seminars** for European teachers (965-5635). It also coordinates seminars in Europe for Ontario educators (965-5635). Administration is provided for the **Second-Language Monitor Program** in which bilingual university students act as monitors to teachers of **French or English as a Second Language** (965-5996), the **Ontario Student Leadership Centre** (965-6410), the Ontario Secondary School Students' Association (965-1134), and the **Summer Employment for Students** program (965-9116). School boards receive assistance in celebrating **Education Week** (965-6329). The branch liaises with the **Council of Ministers of Education, Canada (CMEC)** (965-6329) and provincial educational organizations (965-9132). By liaising with other ministries, the federal government, and all Native bands, associations and individuals, the branch also promotes education for and about **Native peoples** (965-3415).

#### CORPORATE PLANNING AND FINANCIAL MANAGEMENT BRANCH

EDUC 5

900 Bay St., Mowat Block, 19th Flr.  
Queen's Park, Toronto M7A 1L2  
416-965-5921

The Corporate Planning and Financial Management Branch consists of four sections.

The Financial Management and Control Section (965-3100) provides Ministry liaison with the Management Board Secretariat, which involves coordination of submissions and implementation of minutes. The section advises and assists branches and senior management with budgetary problems; administers funds allocation and estimates; monitors and reports on expenditure and revenue; and operates the Ministry's **Management by Results (MBR)** program.

The Operational Planning and Development Section (965-0886) assists in designing and implementing improvements in management and administrative processes. It coordinates the Ministry's annual program planning process and monitoring of plan implementation; provides analytical support to senior management; and assists managers in identifying and resolving specific problems. The section is accountable for achieving results (Management By Results (MBR)), and ensuring adherence to Management Board's reporting requirements.

The Strategic Planning Section identifies current trends and research findings relevant to the future improvement of public education in Ontario; develops and monitors strategic planning processes for use within the Ministry and provincial school boards; and determines long-range issues and future directions for improving public education in the province.

The Teachers' Superannuation Section provides Ministry liaison with the Teachers' Superannuation Commission.

## LEARNING SERVICES

### PROGRAM IMPLEMENTATION AND REVIEW BRANCH

EDUC 6

900 Bay St., Mowat Block, 18th Flr.  
Queen's Park, Toronto M7A 1L2  
416-965-8301

The Program Implementation and Review Branch advises on policies and procedures for evaluation of **student** achievement program effectiveness, personal performance and system efficiencies. Advice is also offered on the implementation of Ministry policies and programs, supervisory services related to school **safety** and health, inspection of **private schools**, foreign student policy and the services of the **Provincial School Attendance Counsellor**.

### SCHOOL BUSINESS AND FINANCE BRANCH

EDUC 7

900 Bay St., Mowat Block, 21st Flr.  
Queen's Park, Toronto M7A 1L2  
416-965-6401

The School Business and Finance Branch develops and administers the General Legislative **Grants** formula supporting **school boards**; sets financial accounting and enrolment reporting standards; and oversees the **audit** of financial statements of school boards, which involves liaison with the accounting profession. **Architectural** advice is given to school boards and architects on building needs. The branch also controls allocation of capital funds for the construction of elementary and secondary **schools**; issues final approval for costs of school board capital projects approved for provincial funding (965- 9676); and conducts **energy conservation research** in schools.

## REGIONAL OFFICES

EDUC 8

The Regional Offices inform school systems about Ministry programs and policies on **education** and ensure, in collaboration with local boards, that these policies are carried out. Responsibilities include informing the Ministry's central office about activities and issues in school systems; making recommendations for action and policy formulation; helping **school boards** develop means of implementing and reviewing their programs; offering



program administration support and supervisory officer services to boards whose size precludes an administrative structure; inspecting **private schools**; maintaining liaison with the public, **universities**, faculties of education, other Ministries and related bodies; and administering programs and policies delegated to regional directors. There are six regional offices in Ontario:

*Western Ontario Region*

759 Hyde Park

**London N6H 3S6**

519-472-1440

For toll-free number see

blue pages of telephone directory

*Midnorthern Ontario Region*

199 Larch St.

**Sudbury P3E 5P9**

705-675-4401

For toll-free number see

blue pages of telephone directory

*Northeastern Ontario Region*

Box 3020

447 McKeown Ave.

**North Bay P1B 8K7**

705-474-7210

For toll-free number see

blue pages of telephone directory

*Northwestern Ontario Region*

Box 5000

**Thunder Bay P7C 5G6**

807-745-1571

For toll-free number see

blue pages of telephone directory

*Eastern Ontario Region*

1580 Merivale Rd.

**Ottawa K2G 4B5**

613-225-9210

For toll-free number see

blue pages of telephone directory

*Central Ontario Region*

Heron's Hill Bldg., Ste. 3201

2025 Sheppard Ave. E.

**Toronto M2J 1W4**

416-491-0330

For toll-free number see

blue pages of telephone directory

**SCHOOL BOARD SERVICES UNIT**

480 University Ave., 8th Flr.

**Toronto M5G 1V2**

416-971-4650

**EDUC 9**

This unit services members of the **Educational Computing Network of Ontario (ECNO)**, which is a cooperative of **school boards** that share administrative application software, application support and technical support. The systems marketed, developed, maintained and supported by the unit deal with student administration, payroll/personnel, finance, bus transportation planning and management, enrolment projection, grants calculation, audio/visual booking and Student Guidance Information Service (SGIS). The unit is also responsible for planning long-term development of a data communication network which will connect all school boards for educational and administrative purposes.



## LEARNING PROGRAMS

### CENTRE FOR EARLY CHILDHOOD AND ELEMENTARY EDUCATION

EDUC 10

900 Bay St., Mowat Block, 17th Flr.  
Queen's Park, Toronto M7A 1L2  
416-965-8948

This Centre establishes policies and practices affecting the Primary and Junior Divisions, and the first two years of the Intermediate Division in the publicly supported English and **French**- language elementary schools of Ontario. To meet pupils' **educational** needs, the Centre produces and disseminates circulars, guidelines, memoranda, and curriculum resource materials. It also assists branches responsible for research and evaluation, learning resources development, textbooks, and curriculum implementation and review.

### CENTRE FOR SECONDARY AND ADULT EDUCATION

EDUC 11

900 Bay St., Mowat Block, 16th Flr.  
Queen's Park, Toronto M7A 1L2  
416-965-2666

This Centre produces and disseminates circulars, **curriculum** guidelines, memoranda and curriculum resource materials in both English and **French** for the intermediate and senior divisions (grades 9 to 12 and Ontario Academic Courses) of the provinces's publicly-supported schools. Specialized expertise and practical assistance are provided to branches responsible for research and evaluation, learning resources development, textbooks, and curriculum implementation and review. The Centre also recommends policies and priorities for grades 9 to 12, Ontario Academic Courses and continuing **education**.

The **Student Guidance Information Service (SGIS)** (965-3592) provides schools with computerized **career** and institutional information to assist pupils in making decisions about their post- secondary education and careers.

### SPECIAL EDUCATION AND PROVINCIAL SCHOOLS BRANCH

EDUC 12

900 Bay St., Mowat Block, 17th Flr.  
Queen's Park, Toronto M7A 1L2  
416-965-2662

The Special Education and Provincial Schools Branch advises the Minister on program policy for the education of exceptional pupils in elementary and secondary **schools** and schools for the **mentally handicapped**. Liaison is provided with professional and parent associations and government agencies regarding programs and services for exceptional pupils. The branch plans and produces special education resource materials to assist school board personnel in developing programs and services. It also assists in the development of guidelines for **special education** additional qualifications courses offered by the faculties of education.

Education programs and services are provided in Schools for the Blind and Deaf, Demonstration Schools for the Learning Disabled, and Training Schools where direct participation of the provincial government is appropriate to ensure equality of educational opportunity. These schools serve a variety of client populations, including school boards, teachers and pupils.

The branch also operates five Regional Schools for Nursing Assistants for the Ministry of Colleges and Universities.

**SPECIAL EDUCATION AND PROVINCIAL  
SCHOOLS BRANCH**

EDUC 13

**DEMONSTRATION SCHOOLS**

900 Bay St., Mowat Block, 17th Flr.

Queen's Park, Toronto M7A 1L2

416-965-2619

The Demonstration Schools (965-2662), listed below, are residential, and designed for **children** with severe **learning disabilities** and **language** learning disorders. The Trillium and Sagonaska Schools are for English-speaking pupils while Centre Jules Leger is for French-speaking students.

The Demonstration Schools provide resource assistance to local school boards operating **school** programs for exceptional students; offer in-service teacher education programs in instructional techniques; and disseminate learning materials for board-sponsored personnel.

*Sagonaska School*  
350 Dundas St. W.  
**Belleville K8P 1B2**  
613-962-8658

*Centre Jules Leger*  
200 Wilbrod St.  
**Ottawa K1N 6L5**  
613-234-0166

*Trillium School*  
347 Ontario St. S.  
**Milton L9T 3X9**  
416-878-8428

**SPECIAL EDUCATION AND PROVINCIAL  
SCHOOLS BRANCH**

EDUC 14

**SCHOOLS FOR THE BLIND AND DEAF**

900 Bay St., Mowat Block, 17th Flr.

Queen's Park, Toronto M7A 1L2

416-965-2312

Five **schools**, listed below, provide direct day/residential education programs for the **blind**, **deaf** and **deaf/blind**. The Robarts and E. C. Drury Schools offer five-day instruction, while the Sir James Whitney and W. Ross Macdonald Schools have seven-day residential programming. Centre Jules-Léger provides residential education programs for Franco-phone deaf **students**.

The Ministry operates a teacher **education** centre in Belleville for **teachers** of the deaf. The W. Ross Macdonald School, in conjunction with the University of Western Ontario, provides training for teachers of both the blind and the deaf/blind. **French** language teacher training and resource services are supplied by Centre Jules-Léger in conjunction with the University of Ottawa.

The Schools for the Blind and Deaf and Centre Jules-Léger also serve as resource centres for local school boards operating day programs for exceptional pupils, and provide services to parents and other agencies.

*The Sir James Whitney School*  
(Deaf)  
350 Dundas St. W.  
**Belleville K8P 1B2**  
613-962-5361  
TTY/TDD Service 613-962-6566

*The W. Ross Macdonald School*  
(Blind and Deaf/Blind)  
350 Brant Ave.  
**Brantford N3T 3J9**  
519-759-0730

*The Robarts School*  
(Deaf)  
1090 Highbury Ave.  
Box 7300  
**London N5Y 4V9**  
519-453-4400  
TTY/TDD Service 519-453-4400

*The Ernest C. Drury School*  
(Deaf)  
255 Ontario St.  
**Milton L9T 2M5**  
416-878-2851  
TTY/TDD Service 416-878-7195

*Centre Jules-Léger*  
200 Wilbrod St.  
**Ottawa K1N 6L5**  
613-234-0166

*Teacher Training (Deaf)*  
*The Teacher Education Centre*  
350 Dundas St. W.  
**Belleville K8P 1B2**  
613-962-5361

**SPECIAL EDUCATION AND PROVINCIAL  
SCHOOLS BRANCH  
TRAINING SCHOOLS**  
900 Bay St., Mowat Block, 17th Flr.  
Queen's Park, Toronto M7A 1L2  
416-965-4568

EDUC 15

The branch offers education programs in the Training Schools, listed below, which provide Young Offender Services and Programs designated as secure custody, temporary detention or secure treatment, under The Child and Family Services Act, 1984.

*Brookside School*  
Box 845  
**Cobourg K9A 4S3**  
416-372-5451

*Sprucedale School*  
Box 606  
**Simcoe N3Y 4L8**  
519-426-3561

*Syl Apps School*  
475 Iroquois Shore Rd.  
**Oakville L6J 5E8**  
416-844-4110

*Cecil Facer School*  
Box 850, Station 'B'  
**Sudbury P3E 4S3**  
705-522-1250

**SPECIAL EDUCATION AND PROVINCIAL  
SCHOOLS BRANCH  
REGIONAL SCHOOLS FOR NURSING ASSISTANTS**  
900 Bay St., Mowat Block, 17th Flr.  
Queen's Park, Toronto M7A 1L2  
416-965-4568

EDUC 16

Nursing assistant programs are provided in five regional schools listed below.



*The Hamilton School*  
430 York Blvd.  
**Hamilton L8N 1Y5**  
416-529-1187

*The Thunder Bay School*  
1111 Victoria Ave., 2nd Flr.  
**Thunder Bay P7C 1B7**  
807-475-1615

*The London School*  
205 York St., 2nd Flr.  
**London N6A 1B4**  
519-432-7506

*The Toronto School*  
90 Gerrard St. W., 3rd Flr.  
**Toronto M5G 1J6**  
416-965-2131

*The Sudbury School*  
40 Larch St., 3rd Flr.  
**Sudbury P3E 5M7**  
705-673-5001

#### COMPUTERS IN EDUCATION CENTRE

EDUC 17

900 Bay St., Mowat Block, 24th Flr.  
Queen's Park, Toronto M7A 1L2  
416-965-0692

The Computers in Education Centre provides leadership in the development and use of information **technologies** to support the curriculum in Ontario's elementary and secondary **schools**. Activities include assisting companies in producing **educational** software licensed for use in Ontario schools; recommending policy on appropriate educational hardware; and advising **teachers**, administrators and other school board personnel on the effective use of electronic technology at a classroom and school board level. The Centre is also responsible for the Computer Studies Curriculum Guideline, including the Ontario Academic Course (OAC).

**ONTERIS (Ontario Education Resources Information System)** develops online databases of research and reports on education, curriculum documents, educational software and other learning materials.

#### INDEPENDENT LEARNING CENTRE (ILC)

EDUC 18

909 Yonge St.  
Toronto M4W 3G2  
416-965-2657  
1-800-268-7065 (toll-free from most Ontario areas)  
To call toll-free from 807 area code  
ask operator for Zenith 65030

The Independent Learning Centre (**ILC**), formerly called Correspondence Education, provides free home-study courses for Ontario residents to obtain credits towards a high school diploma, upgrade basic skills, or study for enjoyment. More than 160 secondary school courses are offered in English and **French**. Courses may be started or completed, and certificates and **diplomas** awarded, at any time of the year.

ILC also offers a non-credit **adult basic education** program, including **English as a Second Language** and literacy courses. An elementary program is provided only for **children** who are unable to attend school due to extended illness, distance from school, or lack of transportation facilities.

For more information, request the 'Student Guide' by phoning, writing or visiting the Independent Learning Centre.

#### PROFESSIONAL DEVELOPMENT BRANCH

EDUC 19

900 Bay St., Mowat Block, 18th Flr.

Queen's Park, Toronto M7A 1L2

416-965-6126

The Professional Development Branch provides registrar services for **teacher** and **student** certification; administers supervisory officers' examinations and principals' courses; and operates the **French-Language Professional Fund** for teachers.

#### ADMINISTRATION

##### COMMUNICATION SERVICES BRANCH

EDUC 20

900 Bay St., Mowat Block, 14th Flr.

Queen's Park, Toronto M7A 1L2

416-965-1230

The branch operates public information programs; stages exhibits and displays in support of Ministry activities; and supervises the production of all Ministry publications.

##### FINANCIAL SERVICES BRANCH

EDUC 21

900 Bay St., Mowat Block, 20th Flr.

Queen's Park, Toronto M7A 1L2

416-965-2613

The Financial Services Branch provides the Ministry of Education and the Ministry of Colleges and Universities with payroll, accounts payable, expenditure accounting and reporting services. Activities include collecting revenues for **federal** cost-sharing programs, student awards receivables and other Ministry programs; arranging with Treasury for the transfer of **grants** to **school boards**, **colleges** and **universities**; and offering financial advisory services for transfer payment administration to all branches.

##### ADMINISTRATIVE SERVICES BRANCH

EDUC 22

900 Bay St., Mowat Block, 7th Flr.

Queen's Park, Toronto M7A 1L2

416-965-3966

This branch provides administrative services to both the Ministry of Education and the Ministry of Colleges and Universities. Responsibilities include purchasing of goods and services, supply management, printing, duplicating and word processing services, mail and transportation services, records management, assets management and maintenance of policy and procedures manuals. The branch liaises with the Ministry of Government Services to coordinate common services such as telephones, acquisition and design of office accommodation, and purchasing of commonly used supplies. Office safety supervision is also the branch's responsibility.

## INFORMATION TECHNOLOGY AND SYSTEMS BRANCH

EDUC 23

900 Bay St., Mowat Block, 23rd & 17th Flrs.  
Queen's Park, Toronto M7A 1L2  
416-965-2348

The Information Technology and Systems Branch (965-6649) is responsible for strategic, tactical and operational planning of the Ministry's information **technology**, as well as investigation, research, development and implementation of new advanced technologies. The branch provides consulting services and distributed computing support and training, and prepares business cases and opportunity assessments on behalf of individual branches.

Through the **User Application Support Centre** (965-6149), the use of distributed computing and application software packages is promoted, and training programs in the use of **computers** and application software are conducted. The branch also provides effective, economical and relevant data processing services to users within the Ministry of Education, the Ministry of Colleges and Universities and the Ministry of Skills Development.

The Systems Services Section (965-1043) offers systems development and maintenance, and systems and EDP technical consulting services.

The Operations Services Section (965-3686) provides computer operations, data control, data entry and 5520 support.

## INTERNAL AUDIT BRANCH

EDUC 24

900 Bay St., Mowat Block, 19th Flr.  
Queen's Park, Toronto M7A 1L2  
416-965-3939

The Internal Audit Branch (965-3939) monitors operations with financial consequences, in order to maximize their efficiency and effectiveness. It ensures compliance with financial policies and guidelines, and confirms the integrity of records on which financial and management decisions are based.

## HUMAN RESOURCES BRANCH

EDUC 25

900 Bay St., Mowat Block, 20th Flr.  
Queen's Park, Toronto M7A 1L2  
416-965-2222

The Human Resources Branch consists of three sections:

The Personnel Administration Section (965-2222) works mainly in an advisory capacity with line managers who have primary responsibility for personnel matters within their unit. The section's activities include the establishment of Ministry personnel policies and procedures, creation of appropriate classification and compensation levels for all Ministry employees, staff recruitment, employee counselling, investigation of employee grievances, and all matters affecting working conditions and performance. The section also maintains the Ministry's personnel and employee benefit records, and liaises with the Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU).

The Planning and Development Section (965-5833) coordinates human resources planning and development within the Ministry. Responsibilities include developing and maintaining the Leadership Inventory, and implementing performance appraisal, management and staff development.



The **Equal Opportunity/Affirmative Action Section (965-2060)** coordinates the development, implementation and evaluation of policy and program initiatives to improve the status and opportunities of female employees in the Ministry. The section also liaises with provincial school boards; coordinates the Affirmative Action Incentive Fund which assists Ontario school boards in developing and implementing affirmative action/employment equity programs; and works closely with Ministry officials at ensuring sex equity in curriculum.

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Education are listed below. Contact the communications branch for unlisted agencies.

### EDUCATION RELATIONS COMMISSION

EDUC 26

111 Avenue Rd.  
Toronto M5R 3J8  
416-922-7679

The Education Relations Commission (ERC) was established in 1975 to administer the **collective bargaining** process and further harmonious relations between **teachers** and **school boards**. Activities include monitoring and assisting negotiations, supervising voting by teachers, providing a common database for collective bargaining, and advising the Lieutenant Governor-in-Council when a strike or a lockout jeopardizes students' education.

### LANGUAGES OF INSTRUCTION COMMISSION OF ONTARIO

EDUC 27

25 Grosvenor St.  
Toronto M4Y 1A9  
416-965-3155

The Languages of Instruction Commission of Ontario was established to help resolve disputes over the provision of **education** programs in the **language** of a **French** or English minority group. The Commission intercedes in conflicts between **school boards** and their language advisory committees, or language councils and groups of rate payers.

La Commission ontarienne des langues d'enseignement fut créée pour aider à résoudre des mécontentements relatives aux programmes éducatifs offerts dans la langue de la minorité, en français ou en anglais, selon le cas. Ces mécontentements peuvent avoir lieu entre un conseil scolaire et son comité consultatif de langue française ou anglaise, selon le cas; ou encore entre le conseil de l'enseignement en langue française ou anglaise, selon le cas, et des contribuables.

### PROVINCIAL SCHOOLS AUTHORITY

EDUC 28

900 Bay St., Mowat Block, 20th Flr.  
Toronto M7A 1L2  
416-965-2671

Established under the Provincial Schools Negotiations Act in 1975, the authority is the legal employer of **teachers** in educational programs operated by the Ministries of Correctional

Services and Education. It negotiates with the organization representing the teachers, who have the same **bargaining** rights as those employed by school boards. The authority is also responsible for administering the collective agreement.

#### COUNCIL FOR FRANCO-ONTARIAN EDUCATION

EDUC 29

880 Bay St., Ste. 203  
Toronto M7A 1L2  
416-963-1125

The Council advises the Minister of Education and the Minister of Colleges and Universities on all matters concerning the **education** of **Franco-Ontarians** at the elementary, secondary and post-secondary levels.

Le Conseil est un organisme consultatif auprès du ministre de l'éducation et du ministre des collèges et universités. Son mandat est de conseiller les ministres sur toutes questions relatives à l'éducation des Franco-Ontariens aux niveaux élémentaire, secondaire et postsecondaire.

#### TEACHERS' SUPERANNUATION COMMISSION

EDUC 30

190 Finch Ave. W.  
Willowdale M2R 1M4  
416-226-2700

Under the Teachers' Superannuation Act, the Commission provides **pensions** for **teachers** who hold a valid Ontario Teaching Certificate in elementary or secondary fields. These pensions are made available upon retirement or early retirement due to physical or mental disability. The commission is composed of five people appointed by the Ministry and one member elected from each of the following: The Ontario Public School Teachers' Federation, Ontario English Catholic Teachers' Association, Association des Enseignants Franco-Ontariens, Ontario Secondary School Teachers' Federation, and Federation of Women Teachers' Association of Ontario.

### ACTS

#### ACTS

EDUC 31

The Ministry of Education is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's Legislation Branch or Communications Services Branch.

#### Education Act

Essex County French-language Secondary School Act, 1977

Lake Superior Board of Education Act, 1976

Leeds and Grenville County Board of Education  
and Teachers Dispute Act, 1981

Ontario Institute for Studies in Education Act

Ontario School Trustees' Council Act

Provincial Schools Negotiations Act

School Boards and Teachers Collective Negotiations Act

School Trust Conveyances Act

Teachers' Superannuation Act

Teaching Profession Act

Wellington County Board of Education  
and Teachers Dispute Settlement Act, 1985



## MINISTRY OF ENERGY

56 Wellesley St. W.  
Toronto M7A 2B7

An Advisory Committee on Energy, appointed by Order in Council in August, 1971, recommended the creation of a separate Ministry of Energy to develop a comprehensive and coordinated energy policy for the Province. At that time, energy matters in Ontario involved 9 ministries and 38 major acts. In 1973, a new Ministry was established under the Ministry of Energy Act.

The following groups, each under the direction of an executive coordinator or equivalent, became part of the new Ministry: Energy Technology, Information and Analysis, Legal Services and Conventional Energy. This structure remained until August, 1977, when an Energy Conservation Group was formed. Its functions replaced most of those of the Energy Technology Group, which ceased to exist about a year later. This new group also offered information service to the public. The Information and Analysis Group, which had provided library services and statistical information rather than general public information, was renamed the Strategic Planning and Analysis Group, to avoid confusion and to reflect its changing role.

In October, 1977, the Energy Conservation Group expanded to become the Conservation and Renewable Energy Group. This organization was divided into two groups in 1983.

In February, 1981, the Communications Group was created due to increasing demand for communication services. The staff of the Conservation and Renewable Energy Group's Information Services unit was merged with other communications staff in the Ministry to promote more effective planning and delivery of communication services.

In November, 1984, the organization was re-structured. The Ministry is now organized into the following divisions: Policy and Planning, Programs and Technology, Communication and Management Services, and Legal Services Branch.

## MINISTRY OF ENERGY

In Toronto, Call 416-965-2459  
Elsewhere in Ontario, Ask  
Operator for Zenith 80420

ENERGY 1

The Ministry of Energy ensures that Ontario has an adequate and secure supply of **energy** that meets the needs of Ontario residents and industry, at reasonable prices, in a manner consistent with environmental protection. To fulfill this responsibility, the Ministry works with other ministries, agencies of the government and the energy sector. Functions include: reviewing and advising on energy matters and policy; maintaining liaison between the government and **Ontario Hydro**; coordinating the government's activities; supporting research development and demonstration of energy technologies; promoting effective and efficient use of energy; and intervening before provincial and federal tribunals. The Minister of Energy reports to the Legislature for Ontario Hydro, the **Ontario Energy Board** and the **Ontario Energy Corporation**, which function independently of the Ministry. For general information on this Ministry, call the numbers listed above. The Ministry's programs and agencies are described in the entries that follow.

**LEGAL SERVICES BRANCH****ENERGY 2**

56 Wellesley St. W., 12th Flr.

Toronto M7A 2B7

416-965-6251

The Legal Services Branch counsels the Ministry on legal matters, including the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. It supplies general legal services such as preparing contracts, representing the Ministry before tribunals, etc.. The Legal Services Branch is responsible to the Attorney General's Office.

**COMMUNICATION AND MANAGEMENT SERVICES DIVISION****COMMUNICATION AND MANAGEMENT SERVICES DIVISION****ENERGY 3**

56 Wellesley St. W.

Toronto M7A 2B7

416-965-1467

The division provides communication services for the Ministry and its line components, and promotes effective management of resources. It is divided into the Communication Services Branch and the Management Services Group. The Management Services Group consists of the Office of the Comptroller, the Staff Services Section, the Information Systems Section, the Evaluation and Audit Office, the Employment Equity Coordinator and the French Language Services Coordinator.

The reference **library** (965-9174) and **reading room** service the needs of staff and give public access (on an appointment only basis) to Ministry publications, statutes, and some manuals and internal procedures.

**EMPLOYMENT EQUITY****ENERGY 4**

56 Wellesley St. W., 9th Flr.

Toronto M7A 2B7

416-965-3869

The Ministry's Employment Equity Coordinator assists line managers in developing, promoting and coordinating plans to improve the status of the Ministry's female, racial minority, Native, disabled and francophone employees, and ensures equal opportunity for all. Activities include counselling employees on job-related issues and career goals.

**FRENCH LANGUAGE SERVICES****ENERGY 5**

56 Wellesley St. W., 9th Flr.

Toronto M7A 2B7

416-965-3066

This office coordinates the Ministry's implementation of government policy on French language services for the Franco-Ontarian public.

## SERVICES EN FRANÇAIS

Ce bureau met en oeuvre auprès du ministère la politique du gouvernement en matière de services en français pour le public franco-ontarien.

### COMMUNICATION SERVICES BRANCH

ENERGY 6

56 Wellesley St. W., 9th Flr.  
Toronto M7A 2B7  
In Toronto, call 416-965-3246  
Elsewhere in Ontario, ask  
Operator for Zenith 80420

The Communication Services Branch provides information on **energy** policy, research, conservation and renewable energy technology, etc.. General inquiries should be directed to 965-3246; media inquiries to 965-5237.

The Branch provides corporate communication services to the Minister and senior management in order to promote the Ministry's policies and programs. Activities include the planning, coordination and production of displays, audio visuals, print materials, seminars, conferences and advertising.

## ENERGY POLICY AND PLANNING DIVISION

### ENERGY POLICY AND PLANNING DIVISION

ENERGY 7

56 Wellesley St. W., 11th Flr.  
Toronto, M7A 2B7  
In Toronto call 416-965-3246  
Elsewhere in Ontario, ask  
Operator for Zenith 80420

The Energy Policy and Planning Division is responsible for the development, review and presentation of policies and priorities related to the supply, demand and pricing of all forms of energy. It also handles the analysis and collection of available energy information to provide a framework for policy and program initiatives; represents Ontario's position on energy matters to other governments, jurisdictions and regulatory hearings; and is responsible for the maintenance of the provincial oil shortage contingency plan. The division is comprised of the Oil and Gas Section; the Electricity Section; the Economics and Forecasts Section; and the Finance, Rates and Utilization Section.

### OIL AND GAS SECTION

ENERGY 8

56 Wellesley St. W., 11th Flr.  
Toronto M7A 2B7  
416-965-3634

The Oil and Gas Section provides analyses and policy advice on issues relating to the supply, distribution and pricing of crude **oil**, **petroleum** products, **petrochemical** feedstocks and **natural gas**. The section also represents Ontario's interests before the federal government, other jurisdictions, and regulatory hearings. It is responsible for the maintenance of the provincial contingency plan for a possible future oil shortage.



**ELECTRICITY SECTION****ENERGY 9**

56 Wellesley St. W., 11th Flr.  
 Toronto M7A 2B7  
 416-965-1593

The Electricity Section provides analyses and policy advice on the generation of electricity, and its distribution by Ontario Hydro, municipal utilities and the private sector. The section also represents Ontario's interests before the federal government, other jurisdictions, and regulatory hearings.

Economic development and utilization of indigenous resources is encouraged. The section offers policy advice and analyses on the conservation and efficient use of energy, as well as the role of alternative **electrical** generation technologies.

**ECONOMICS AND FORECASTS SECTION****ENERGY 10**

56 Wellesley St. W., 11th Flr.  
 Toronto M7A 2B7  
 416-965-7939

The Economics and Forecasts Section collects and disseminates **statistical** information on Ontario's **energy** situation. Advice and analyses are provided on Canadian and international economic developments, and the impact of energy environment changes on the national and provincial economies. This section also analyses and advises on policies for revenue sharing, taxation, deregulation and pricing of all energy forms. It forecasts energy prices in Ontario and long-term requirements for oil, gas, coal and electricity.

**FINANCE, RATES AND UTILIZATION SECTION****ENERGY 11**

56 Wellesley St. W., 11th Flr.  
 Toronto M7A 2B7  
 416-965-0269

The Finance, Rates and Utilization Section provides advice and analysis on the financial impact of changes in the energy environment and policy on government, the energy industry, and the private sector. This section also examines the effect on the energy sector of changes in the business and financial environment, tax policy and program financing. Policy advice and analysis is given on rates, tolls and tariffs for the sale, transportation and distribution of **energy**, and the efficient use of energy by business, industry and individuals.

**PROGRAMS AND TECHNOLOGY DIVISION****PROGRAMS AND TECHNOLOGY DIVISION****ENERGY 12**

56 Wellesley St. W., 10th Flr.,  
 Toronto M7A 2B7

The Programs and Technology Division encourages the development and use of conservation, demand management and alternative energy options.

The division promotes awareness of energy technologies, products and services; maintains expertise; and provides assistance to government, municipalities, industry and the general public.

Management of programs and provision of information is carried out through four operational sections: Consumer and Buildings Conservation Programs; Industry and Agriculture Energy Programs; Alternative Energy Development; and Energy Technology Development.

#### CONSUMER AND BUILDINGS PROGRAMS SECTION

ENERGY 13

56 Wellesley St. W., 10th Flr.

Toronto M7A 2B7

416-965-4618 Government and Public Institutional

416-965-0959 Consumer Residential

416-965-8190 Municipal or Commercial

416-965-0958 Educational

416-965-6701 Residential and Buildings Technologies

The section develops and implements **energy conservation** programs for **consumers**, homeowners, public and secondary **schools**, religious and commercial **buildings** and government/public institutional and **municipal** buildings. The Ministry provides **grants** for energy management to government/public institutional and municipal buildings. Services include technical advice, publications, displays, information training seminars, resource materials, **films**, **curriculum** development and teaching aids. The section also deals with energy efficiency in new residential construction.

#### INDUSTRY AND AGRICULTURE PROGRAMS SECTION

ENERGY 14

56 Wellesley St. W., 10th Flr.,

Toronto M7A 2B7

416-965-0297 Codes and Standards

416-965-0840 Ontario Grain Dryer Retrofit Assistance Program

416-965-0840 Greenhouse Energy Efficiency Incentive Program

416-965-1308 Industrial Energy Services Program

416-965-0840 Agricultural Energy Services Program

416-965-8059 Canada/Ontario Agreement Secretariat

416-965-8059 Industrial Energy Marketing Program

The Industry and Agriculture Programs Section develops and implements programs encouraging **energy** efficiency improvements to equipment and processes in the private sector. The Ministry provides **grants** for: feasibility studies and project engineering design through the **Industrial Energy Services Program**; the Energy Monitoring Program and Process Equipment Demonstrations under the **Market Entry Industry Assistance Program**; and the Greenhouse Energy Efficiency Incentive Program and Ontario Grain Dryer Retrofit Assistance Program under the **Agricultural Energy Services Program**.

Services include training, technical advice, publications, displays, seminars, energy audits and conferences. The section also administers the Canada/Ontario Agreement on Conservation and Alternative Energy Development, Codes and Standards Development, as well as Ministry representation on standard writing bodies.

## ALTERNATIVE ENERGY DEVELOPMENT SECTION

ENERGY 15

56 Wellesley St. W., 8th Flr.

Toronto M7A 2B7

416-965-0367 Alternative Transportation Fuels

416-965-0758 Energy from Waste

416-965-7037 Electricity Conservation

416-965-0443 Renewable Energy Technologies

416-965-0763 Small Hydro

416-965-0156 Northern Wood Energy Program

The section assists the private sector in developing **energy conservation** and supply **technologies**. Advice, information and **financial assistance** are available to share the risk of specific energy technology development. The section deals with alternative transportation **fuels** such as propane, natural gas for vehicles, diesel substitution and methanol blends. Other activities include: administration of the Northern Ontario Wood Energy Program providing financial assistance to biomass projects; production of energy from **waste** and management of a municipal solid waste program; and development of alternative electrical technologies such as cogeneration, small hydro, wind power and photovoltaics.

## ENERGY TECHNOLOGY DEVELOPMENT SECTION

ENERGY 16

56 Wellesley St. W., 10th Flr.

Toronto M7A 2B7

416-965-3478 Electrotechnology

416-965-0309 Fuels Research

416-965-1936 EnerSearch Program

The section assists **industry** and the **research** community in improving energy efficiency and increasing supply options. Services include technical advice, information, coordination and matching of diverse research activities and industry interest. **Funding assistance** is available, through the **EnerSearch Program** and other mechanisms, to share the risk of specific **energy** research and development projects.

**Electro-technology** related activities include electrical plasma in metallurgy and waste destruction, **microwave** and other radiant **heat** applications in industry, advanced batteries, fuel cells and hydrogen.

Fuel research projects include the preparation of synthetic **fuels** from coal, wood or other biomass and the more efficient use of **natural gas** in industrial applications.

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Energy are listed below. Contact the information or communications branch for unlisted agencies.



## ONTARIO ENERGY BOARD

ENERGY 17

2300 Yonge St., 26th Flr.

Toronto M4P 1E4

416-481-1967

The Ontario Energy Board has jurisdiction over **energy** related matters including: regulation of **natural gas** rates; municipal franchise approvals; hydrocarbon pipeline construction and related environmental concerns; **expropriations** for utility access; and control of utility accounting procedures.

Natural gas utilities operating in Ontario under the Board's jurisdiction cannot change rates, construct certain facilities or enter into franchise agreements with **municipalities** without first obtaining the approval of the Board through the public hearing process.

The Board also offers advice to the Minister of Energy with regard to **Ontario Hydro**; to the Minister of Natural Resources respecting certain oil and gas production concerns; and to the Lieutenant Governor-in-Council on other energy matters.

## ONTARIO ENERGY CORPORATION

ENERGY 18

56 Wellesley St. W., 12th Flr.

Toronto M7A 2B7

416-926-4200

The Ontario Energy Corporation (OEC) was established by the Government of Ontario in 1975 to implement government **energy** policies through **investment** in energy ventures. The Corporation invests in new energy technologies and exploration, primarily with private sector partners. Most of its investments are managed by three subsidiary companies. **Ontario Energy Ventures Ltd.** is a participant in commercially attractive projects which explore creative alternatives to conventional sources of energy or involve new energy technologies. **Ontario Energy Resources Ltd.** is a holding company for the Corporation's 25 per cent interest in **Suncor Inc.** **Onexco Oil & Gas Ltd.** invests in ventures which locate and develop oil and natural gas throughout Ontario and Canada. In addition, the company owns two-thirds of **Trillium Exploration Corporation**, which explores frontier prospects for oil and gas.

The Ontario Energy Corporation is in the process of winding down operations by negotiating for the divestment of existing assets. In the interim, the Corporation is maintaining management and stewardship of its investments, commitments, and revenues in order to maximize potential return from the disposal transactions to the shareholder.

## ONTARIO HYDRO

ENERGY 19

700 University Ave.

Toronto M5G 1X6

416-592-5111

Ontario Hydro supplies electrical **energy** indirectly to urban centres through 316 associated municipal utilities, and directly to more than 814,000 rural customers, and 100 large industries. The **Ontario Hydro Electrical Inspection Program** (592-3721) provides technical guidance to consultants, contractors, architects, manufacturers and customers on problems concerning installation of electrical equipment and adherence to the Electrical Safety Code Book. The **Rural Electrical Service and Billing Inquiry Program** (592-3731) answers inquiries on rural service policy and practices. Ontario Hydro operates **Nuclear Communications Centres** in Pickering (416-839-0465), Bruce (519-368-8687) and Darlington (416-623-7122) to provide educational information on **nuclear power** to the public. The

**Ontario Hydro Public Reference Centre** has information and documentation on **Ontario Hydro**, and general pamphlet material on energy (592-3331). Ontario Hydro reports to the Legislature through the Minister of Energy. Regional offices are listed below.

93 Bell Farm Rd.  
**Barrie L4M 1H1**  
 705-728-5521  
 (Georgian Bay Region)

34 Cumberland St. N., Rm. 304  
**Thunder Bay P7A 4L5**  
 807-343-3411  
 (Northwestern Region)

420 Dundas St. E.  
**Belleville K8N 5C3**  
 613-966-6502  
 (Eastern Region)

5760 Yonge St.  
**Willowdale (Metro Toronto) M2M 3T7**  
 416-222-2571  
 (Central Region)

1075 Wellington Rd. S.  
**London N6E 1M1**  
 519-681-1390  
 (Western Region)

590 Graham Dr.  
 P. O. Box 3060  
**North Bay P1B 8L4**  
 705-472-8000  
 (Northeastern Region)

## ACTS

## ACTS

## ENERGY 20

The Ministry of Energy is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Ministry of Energy Act  
 Ontario Energy Board Act  
 Ontario Energy Corporation Act  
 Power Corporation Act  
 Power Corporation Insurance Act  
 Rural Hydro-Electric Distribution Act  
 Rural Power District Loans Act

## MINISTRY OF THE ENVIRONMENT

135 St. Clair Ave. W.

Toronto M4V 1P5

416-323-4321

The Ministry of the Environment's objective is to protect human health and the ecosystem by ensuring that acceptable environmental standards of air, water and land are maintained.

Established on April 1, 1972, by the Ministry of the Environment Act under Part X of An Act To Provide For The Reorganization Of The Government Of Ontario, the Ministry assumed the powers, duties and functions of the Department of the Environment. These responsibilities included air management (abatement, approvals and criteria), meteorology and air quality, phytotoxicology, auto emission control and related laboratories and waste management.

From the Ontario Water Resources Commission (OWRC), the Ministry acquired responsibility for managing quality and quantity of water, including sanitary engineering, industrial wastes, laboratory and research, and providing sewage and water facilities and relative funding. Environmental health services concerning regulation of septic tanks were transferred to the Ministry from the Department of Health.

### DEPUTY MINISTER'S OFFICE

#### COMMUNICATIONS BRANCH

135 St. Clair Ave. W., 6th Flr.

Toronto M4V 1P5

416-323-4321

MOE 1

This branch establishes communications policy for the Ministry; provides support to the Minister and Deputy Minister; and offers consultations to other branches and the public. Activities include liaising with the media, answering public inquiries, and producing and distributing publications and news releases. The Ministry's staff newsletter, Clean Talk, is published by this branch. It also coordinates the development and delivery of the Ministry's educational programs. The branch operates a public **information** centre, which is located on the ground floor of 135 St. Clair Avenue West.

#### LEGAL SERVICES BRANCH

135 St. Clair Ave. W., 11th Flr.

Toronto M4V 1P5

416-323-4522

MOE 2

The Legal Services Branch counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services, such as preparing litigation, settling claims and acting at court hearings, are also provided by the branch. It is responsible to the Attorney General's Office.



## CORPORATE RESOURCES DIVISION

### CORPORATE RESOURCES DIVISION

MOE 3

135 St. Clair Ave. W., 14th Flr.

Toronto M4V 1P5

416-323-4271

The division provides financial, administrative, socio-economic and human resource services to the Ministry, and develops and coordinates Ministry policies.

### POLICY AND PLANNING BRANCH

MOE 4

135 St. Clair Ave. W., 12th Flr.

Toronto M4V 1P5

416-323-4554

The Policy and Planning Branch coordinates the development of Ministry policy, including socio-economic and financial components. The branch also evolves and maintains strategic and operational planning processes and coordinates scientific **research**.

### HUMAN RESOURCES BRANCH

MOE 5

40 St. Clair Ave. W., 6th Flr.

Toronto M4V 1M2

416-323-5058

The Human Resources Branch is responsible for human resources planning, application of appropriate classification and compensation levels for all Ministry positions, staff recruitment and counselling, investigation of employee grievances, job classification, working conditions and performance. The branch coordinates **youth** and special **employment** programs, and provides liaison between the Ministry and the Human Resources Secretariat, Management Board of Cabinet, and Ontario Public Service Employees Union (OPSEU).

The branch also develops the Ministry's **safety** policy and training programs, trains staff involved with **pollution controls** and abatement, and administers the **Employment Equity Program**.

### FINANCIAL AND CAPITAL MANAGEMENT BRANCH

MOE 6

135 St. Clair Ave. W., 4th Flr.

Toronto M4V 1P5

416-323-4200

The Financial and Capital Management Branch provides financial management and support services to all Ministry programs. It is responsible for coordination and control of the management reporting and payment functions, and financial management of the Ministry's investment in water and sewage works. This includes the calculation of financing terms, operating costs and grant claims, and the billing and collection of revenue for **water** and **sewage** service to municipalities.

SYSTEMS INFORMATION AND TECHNOLOGY  
BRANCH

MOE 7

135 St. Clair Ave. W., 3rd Flr.  
Toronto M4V 1P5  
416-323-4598

The branch provides developmental and operating support for the Ministry's computerized information systems.

ADMINISTRATIVE SERVICES BRANCH

MOE 8

135 St. Clair Ave. W., 5th Flr.  
Toronto M4V 1P5  
416-323-4242

The Administrative Services Branch provides the following support services: purchasing, assets coordination, accommodation, telecommunications, records management, printing and mailing. The branch also coordinates Ministry activities concerning Freedom of Information and Protection of Individual Privacy legislation.

The technical **library** on the ground floor (965-7978) operates a **reading room** with public access to Ministry publications, statutes and some manuals and internal procedures. This library and another located on Resources Road (248-3408) provide technical information on environment-related matters to Ministry staff and members of the public.

MANAGEMENT AUDIT BRANCH

MOE 9

40 St. Clair Ave. W., 4th Flr.  
Toronto M4V 1M2  
416-323-5131

The Management Audit Branch is responsible for the Ministry's audit functions, including review and appraisal of management and financial controls with regard to economy, efficiency and effectiveness.

FRENCH SERVICES OFFICE

MOE 10

135 St. Clair Ave. W., 5th Flr.  
Toronto M4V 1P5  
416-323-4595

The French Services Office coordinates the planning, development and implementation of Ministry services in French.

BUREAU DES SERVICES EN FRANÇAIS

Le Bureau des services en français est responsable de la planification, du développement et de l'implantation des services en français.

## INTERGOVERNMENTAL RELATIONS AND STRATEGIC PROJECTS DIVISION

INTERGOVERNMENTAL RELATIONS AND  
STRATEGIC PROJECTS DIVISION

MOE 11

135 St. Clair Ave. W.  
Toronto M4V 1P5  
416-323-4271

The Intergovernmental Relations and Strategic Projects Division provides a responsive structure to deal with designated issues having a high profile and requiring coordinated and integrated action by the Ministry.

The division also coordinates the development of environmental standards for hazardous contaminants, and manages the use of pesticides.

## HAZARDOUS CONTAMINANTS BRANCH

MOE 12

135 St. Clair Ave. W., Ste. 100  
Toronto M4V 1P5  
416-323-5095

This branch assesses the significance of hazardous **contaminants**, and establishes **standards** for their control. A consulting and educational service on the use of **pesticides** and other chemicals is provided. The branch also liaises with other branches of the Ministry and provincial, federal and overseas agencies, and administers the **Pesticides Act** and Regulations.

HAZARDOUS CONTAMINANTS BRANCH  
AGRICULTURAL AND INDUSTRIAL CHEMICALS  
SECTION

MOE 13

135 St. Clair Ave. W., Ste. 100  
Toronto M4V 1P5  
416-323-5095

The section consists of two units: Biological Agents and Chemical Agents. The Biological Agents Unit ensures the safe and effective use of **pesticides**, and provides technical support to the Pesticide Control Program and the Ontario Pesticides Advisory Committee. The unit also advises the public on the control of **pests** and, in conjunction with **municipalities**, provides **grants** for **termite control**.

The Chemical Agents Unit identifies the risk potential of **contaminants** so that the required standards can be set. Technical advice and information on industrial **chemicals** are provided to other branches and the public. The unit also liaises with different levels of government on the management of hazardous contaminants.

HAZARDOUS CONTAMINANTS BRANCH  
STANDARDS DEVELOPMENT SECTION

MOE 14

135 St. Clair Ave. W., Ste. 100  
Toronto M4V 1P5  
416-323-5095

This section is responsible for the development of comprehensive standards for selected high priority **contaminants**. In addition, it coordinates the Ministry's standard setting activities through the Standards Steering Committee.



INTERGOVERNMENTAL RELATIONS OFFICE

MOE 15

40 St. Clair Ave. W., 7th Flr.  
Toronto M4V 1M2  
416-323-5125

This office is responsible for intergovernmental coordination and liaison in the development of external **environmental** policies and programs.

ACIDIC PRECIPITATION IN ONTARIO

MOE 16

STUDY COORDINATION OFFICE (A.P.I.O.S.)

40 St. Clair Ave. W., 7th Flr.  
Toronto M4V 1M2  
416-323-5051

The A.P.I.O.S. Coordination Office was established in 1979 to plan and supervise the science and abatement activities of the multibranch, multidisciplinary Acidic Precipitation in Ontario Study. The overall mandate is to protect Ontario's environment from the detrimental effects of acid precipitation and other air pollutants subject to long-range transport. The Coordination Office has responsibility for all aspects of Ontario's **acid rain** program, including policy, science, abatement and legal activities, and provision of **information** to the public.

DETROIT, ST. CLAIR, ST. MARY'S RIVERS  
IMPROVEMENT TEAM

MOE 17

265 Front St. N., Ste. 109  
Sarnia N7T 7X1  
519-336-4030

The Team plans and coordinates the Ministry's activities for future abatement, assessment and monitoring of the Detroit, St. Clair and St. Mary's Rivers and Lake St. Clair. The Team also represents the Ministry on the Bi-National Upper Great Lakes Connecting Channels Study.

NIAGARA RIVER IMPROVEMENT TEAM

MOE 18

119 King St. W., 12th Flr.  
Hamilton L8N 3Z9  
416-521-7640

In November 1981, the Minister of the Environment formed the Niagara River Improvement Team to provide a focus for the Ministry's efforts to clean up the Niagara River.

The Team is responsible for monitoring Canadian and American **waste** discharges, and reviewing and recommending changes in discharge permits. It also assesses the environmental effects of waste disposal sites on both sides of the border, and recommends appropriate remedial measures. Activities involve close liaison with Environment Canada, the U.S. Environmental Protection Agency, and the New York State Department of Environmental Conservation.

For further information, contact the Niagara River Coordinator at the above address.

## ENVIRONMENTAL SERVICES DIVISION

AIR RESOURCES BRANCH  
 AIR QUALITY AND METEOROLOGY SECTION  
 125 Resources Rd., E. Wing  
 Rexdale M9W 5L1  
 416-235-5765

MOE 19

The Air Quality and Meteorology Section compiles air quality **statistics** from the monitoring instruments across Ontario, and prepares reports to assist regional offices in controlling emissions. The **Air Pollution Index** (235-5785) which informs the public about air quality in Ontario cities, is also produced by the section. It conducts mobile air **surveys**, performs atmospheric chemistry **research**, operates the deposition monitoring program to produce information for abating special air **pollution** problems and **acid rain**, and provides assistance in setting air quality objectives and emission standards.

AIR RESOURCES BRANCH  
 EMISSION TECHNOLOGY AND REGULATION  
 DEVELOPMENT SECTION  
 880 Bay St., 4th Flr.  
 Toronto M5S 1Z8  
 416-965-5776

MOE 20

The Emission Technology and Regulation Development Section develops the Ministry's air quality criteria, standards, guidelines and regulations. It reviews air quality aspects of **environmental assessment** and **land use change**; develops and maintains expertise on new and existing air pollution control technologies; undertakes source emission measurements; witnesses and evaluates source emission tests done by others; and develops source testing codes. The section also administers the environment **research** program related to air **contaminants**, their measurement and impact; coordinates the branch's hazardous contaminants program; assesses air **pollution** in Ontario relating to automotive-derived pollutants; and develops Ministry strategy for dealing with pollutants. Inspections and emission tests of **vehicles** are performed to ensure compliance with the **Environmental Protection Act** and Regulation 311. Regional offices are listed under Ministry of the Environment, Operations Division.

AIR RESOURCES BRANCH  
 PHYTOTOXICOLOGY SECTION  
 880 Bay St., 4th Flr.  
 Toronto M5S 1Z8  
 416-965-4516

MOE 21

The Phytotoxicology Section investigates complaints and conducts assessment surveys in the vicinity of **industries**. Information about air **pollution's** effects on **soils** and **vegetation** (**forests, agricultural crops, ornamental plants**) throughout Ontario is gathered for environmental management purposes. The section provides complainants with technical reports about alleged sources of pollution for use in negotiating vegetation damage claims. Experiments are conducted in controlled environment facilities to help formulate air quality criteria and standards. The section also **researches** the effects of acidic precipitation

(e.g., **acid rain**) on terrestrial systems. Regional offices are listed under Ministry of the Environment, Operations Division.

#### LABORATORY SERVICES BRANCH

MOE 22

Resources Rd., Box 213  
Rexdale M9W 5L1  
416-235-5743

The Laboratory Services Branch provides analytical support for the Ministry's **environmental assessments** and **pollution control** programs. It participates in planning programs, assists in data interpretation, updates analytical methods, and develops procedures for measuring new environmental pollutants. The branch participates in environmental **research** projects aimed at clarifying the interaction of atmospheric and aquatic pollutants with the environment and their effect on human **health**. The Central **Laboratory** in Toronto advises the regional laboratories in Thunder Bay, London and Kingston, listed below.

*Southeastern Regional Laboratory*  
c/o Kingston Regional Office  
133 Dalton St., P.O. Box 820  
**Kingston K7L 4X6**  
613-549-4000

*Northwestern Regional Laboratory*  
421 James St. S.  
**Thunder Bay P7E 2V6**  
807-475-1275

*Southwestern Regional Laboratory*  
c/o London Regional Office  
985 Adelaide St. S.  
**London N6E 1V3**  
519-681-3600

#### WASTE MANAGEMENT BRANCH

MOE 23

##### WASTE MANAGEMENT POLICY SECTION

40 St. Clair Ave. W., 5th Flr.  
Toronto M4V 1P5  
416-323-5200

This branch coordinates programs concerned with the management of industrial and municipal wastes. The Waste Management Policy Section deals with **pollution by industry**, including **hazardous waste**, industrial sludges and pretreatment residues, liquid industrial wastes and their treatment and disposition at waste management facilities. The waste generator registration program and manifest system under Regulation 309, and related federal-provincial activities are coordinated by the section. It also provides technical support for industrial and municipal waste management, and develops and recommends waste management legislation, regulation, policies and other technical programs. Complaints about related pollution should be directed to regional or district offices, listed under Ministry of the Environment, Operations Division.



WASTE MANAGEMENT BRANCH  
WASTE REDUCTION SECTION

MOE 24

40 St. Clair Ave. W., 4th Flr.  
Toronto M4V 1P5  
416-323-5200

The Waste Reduction Section deals with the development and implementation, through technical and financial support, of **waste** reduction, reuse, **recycling** and recovery (4R) initiatives. Support includes promotion, market development assistance, **grants** for project development (e.g., **municipal recycling**) and demonstrations.

WASTE MANAGEMENT BRANCH  
SPECIAL WASTE AND INFORMATION SUPPORT  
SECTION

MOE 25

40 St. Clair Ave. W., 5th Flr.  
Toronto M4V 1P5  
416-323-5200

This section deals with the management of special **wastes**, such as **PCB's** biomedical and **radioactive** wastes, including handling, transportation, processing, storage, disposal and incineration. Responsibilities include developing and revising regulations, standards, guidelines and criteria; acting on applications for listing and delisting of specific wastes; supporting regional compliance activities by assisting in the investigation, assessment and operation of special waste sites; operating and maintaining the waste generator registration system and the hazardous and liquid industrial waste manifest system; and preparing reports on waste manifest information.

WASTE MANAGEMENT BRANCH  
TECHNOLOGY AND SITE ASSESSMENT SECTION

MOE 26

40 St. Clair Ave. W., 6th Flr.  
Toronto M4V 1P5  
416-323-5200

This section conducts research and develops **technology** for the treatment and safe disposal of **municipal** and **industrial** wastes (including **hazardous wastes**) through high temperature incineration, physical/chemical treatment, biological treatment, solidification, etc.. The section also develops technology and produces guidelines for the design, siting and operation of **landfills**; evaluates complex hydrogeological studies on new landfill proposals; and provides hydrogeological expertise in the investigation of problem **waste** sites.

WATER RESOURCES BRANCH  
ADMINISTRATIVE AND DATA SECTION

MOE 27

1 St. Clair Ave. W., 4th Flr.  
Toronto M4V 1K6  
416-323-4941

The Administrative and Data Section performs the administrative functions of the branch, and coordinates the design, development and implementation of **systems** that store, retrieve and process data related to branch programs.

WATER RESOURCES BRANCH  
 LIMNOLOGY SECTION  
 Bellwood Acres Rd.  
 Dorset P0A 1E0  
 705-766-2412

MOE 28

The Limnology Section assesses the interaction between terrestrial and aquatic systems with respect to acidic deposition and the effects of **acidic precipitation** on the aquatic environment. Predictive models are developed to relate anthropogenic stresses to present and future aquatic conditions. **Water** quality studies are carried out on inland **lakes** to develop management plans and provide a basis for implementing waste source controls and rehabilitation strategies.

WATER RESOURCES BRANCH  
 AQUATIC BIOLOGY SECTION  
 1 St. Clair Ave. W., 4th Flr.  
 Toronto M4V 1K6  
 416-323-4941

MOE 29

125 Resources Rd.  
 Rexdale M9W 5L1  
 416-235-5792

The Aquatic Biology Section coordinates procedures to assess the significance of **hazardous** substances on aquatic life, using both laboratory (MOE Rexdale Laboratory Complex) and field techniques. **Contaminants** (e.g., mercury, PCB) in **fish** are monitored, and consumption advice is made available to anglers through telephone inquiries and the annual publication 'Guide to Eating Ontario Sport Fish'. The section also develops **environmental** protection criteria (provincial water quality objectives), and provides general advice on aquatic environmental contaminants in water, sediment and biota. **Industrial** effluent toxicity testing is carried out by the section. Other procedures are used to assess acute and chronic, lethal and sublethal, mutagenic and genotoxic effects on aquatic organisms.

Staff also investigate causes and methods of control of **algae** and macrophyte problems in acidic and non-acidic lakes. Long-term changes in nutrients and phytoplankton of the nearshore Great Lakes and other inland lakes are measured by low-cost monitoring at municipal water treatment plants. The effects of contaminants on phytoplankton and the uptake of contaminants in filamentous algae are also measured in the Great Lakes and inland lakes.

WATER RESOURCES BRANCH  
 GREAT LAKES SECTION  
 1 St. Clair Ave. W., 4th Flr.  
 Toronto M4V 1K6  
 416-323-4941

MOE 30

The Great Lakes Section provides surveillance, investigations and assessments of nearshore areas, embayments, harbours and connecting channels of the **Great Lakes**. Activities include: examining the effect of climatic conditions and pollutant inputs on biological, chemical and physical processes; determining **water** use suitability and interference and investigating trends toward improvement or degradation; warning of emerging problems; recommending abatement measures for the correction of existing problems and

prevention of further degradation; assessing the effectiveness of remedial action programs; fulfilling the Canada/Ontario Agreement's requirements for surveillance data; and assisting the International Joint Commission in evaluating progress towards the Canada/U.S. Water Quality Agreement's objectives. The section also coordinates branch activities related to Ontario Hydro.

#### WATER RESOURCES BRANCH DRINKING WATER SECTION

MOE 31

1 St. Clair Ave. W., 3rd Flr.  
Toronto M4V 1K6  
416-323-4941

The Drinking Water Section's plans, policies and strategies focus on the provision of safe **drinking water**. A data base is maintained and technical advice and support are provided on all aspects of drinking water treatment and distribution and groundwater quality and quantity management. The section initiates, develops, evaluates and implements drinking water and ground water management **research** programs. Through the preparation of reports, technical papers, presentations and participation in the Ministry's Training and Certification Program, the section keeps Ministry staff, other agencies and the public informed about drinking water and ground water management technology.

#### WATER RESOURCES BRANCH WATER AND WASTEWATER MANAGEMENT SECTION

MOE 32

1 St. Clair Ave. W., 7th Flr.  
Toronto M4V 1M2  
416-323-4941

This section provides for the protection of receiving waters from industrial and municipal point sources and urban and rural non-point sources of wastewater discharges and **land** drainage. Pollution control policies, plans, guidelines and strategies are developed. The section also maintains information databases on **industrial** and **municipal wastewater** treatment facilities and surface water quantity and quality. Specific activities include: receiving water impact assessment, watershed management studies, **pollution** control planning and urban **drainage** management. For information, contact regional or district offices listed under Ministry of the Environment, Operations Division.

#### OPERATIONS DIVISION

##### OPERATIONS DIVISION

MOE 33

135 St. Clair Ave. W., 14th Flr.  
Toronto M4V 1P5  
416-323-4271

The Operations Division delivers all Ministry services to municipalities, individuals and corporations through a province-wide network of regional, district and sub-offices, as well as four Head Office branches.

The regional offices are organized functionally into three sections, each headed by a regional manager. The Abatement Section regulates and controls the amount of **pollutants** emitted by **industries**; controls pollution by **municipalities** and individuals; inspects commercial **water** and **sewage** treatment facilities and **waste** disposal sites; conducts special **environmental research** surveys and studies, e.g., **lakes** and **cottages**; administers



funds from the **Waste Management Improvement Fund** to upgrade municipal waste disposal sites; and issues licences under the pesticides control program. In all district offices, there is one district officer in charge of Abatement. The Utility Operations Section provides assistance to municipalities regarding provincially-funded water and wastewater treatment plants. The Technical Support Section conducts monitoring, study and analysis of specific projects and ambient **air, land** and water conditions.

The Ministry's field offices are listed below. For toll-free service, ask the operator for Zenith 33220.

## CENTRAL REGION

*Regional & District Office*  
7 Overlea Blvd., 4th Flr.  
**Toronto M4H 1A8**  
416-424-3000

*Barrie District Office*  
12 Fairview Rd.  
**Barrie L4N 4P3**  
705-726-1730

*Muskoka-Haliburton District Office*  
**Gravenhurst P0C 1G0**  
705-687-3408

*South Peel Area System*  
920 East St.  
**Mississauga L5E 1W6**  
416-274-6710

*Halton-Peel District Office*  
1226 White Oaks Blvd.  
**Oakville L6H 2B9**  
416-844-5747

*Peterborough District Office*  
139 George St. N.  
**Peterborough K9J 3G6**  
705-743-2972

## NORTHEASTERN REGION

*Regional & District Office*  
199 Larch St.  
**Sudbury P3E 5P9**  
705-675-4501

*District Office*  
1500 Fisher St.  
Northgate Plaza  
**North Bay P1B 2H3**  
705-476-1001

*Sub-Office*  
74 Church St.  
**Parry Sound P2A 1Z1**  
705-746-2139

*District Office*  
445 Albert St. E.  
**Sault Ste. Marie P6A 2J9**  
705-949-4640

*District Office*  
83 Algonquin Blvd. W.  
**Timmins P4N 2R4**  
705-268-3222

## NORTHWESTERN REGION

*Regional & District Office*  
P.O. Box 5000  
435 James St. S.  
**Thunder Bay P7C 5G6**  
Regional Office: 807-475-1205  
District Office: 807-475-1315

*District Office*  
P.O. Box 5150  
808 Robertson St.  
**Kenora P9N 1X9**  
807-468-5578

## SOUTHEASTERN REGION

### *Regional Office*

133 Dalton St.  
P.O. Box 820  
**Kingston K7L 4X6**  
613-549-4000

### *Sub-Office*

15 Victoria Ave.  
**Belleville K8N 1Z5**  
613-962-9208

### *District Office*

4 Montreal Rd., 2nd Flr.  
**Cornwall K6H 1B1**  
613-933-7402

### *District Office*

2378 Holly Lane  
**Ottawa K1V 7P1**  
613-521-3450

### *Sub-Office*

1000 MacKay St.  
**Pembroke K8B 1A3**  
613-732-3643

## SOUTHWESTERN REGION

### *Regional Office*

985 Adelaide St. S.  
**London N6E 1V3**  
519-661-2200

### *Sub-Office*

435 Grand Ave. W.  
**Chatham N7L 3Z4**  
519-354-2150

### *Sub-Office*

c/o Ministry of Agriculture & Food  
P. O. Box 688  
**Clinton N0M 1L0**  
519-482-3428

### *District Office*

1180-20th St.  
**Owen Sound N4K 6H6**  
519-371-2901

### *District Office*

265 N. Front St., Ste. 109  
**Sarnia N7T 7X1**  
519-336-4030

### *District Office*

250 Windsor Ave., 6th Flr.  
**Windsor N9A 6V9**  
519-254-2546

## WEST-CENTRAL REGION

### *Regional & District Office*

Ontario Government Bldg.  
119 King St. W., 12th Flr.  
P.O. Box 2112  
**Hamilton L8N 3Z9**  
416-521-7640

### *District Office*

400 Clyde Rd.  
P.O. Box 219  
**Cambridge N1R 5W6**  
519-653-1511

### *District Office*

637-641 Niagara St. W.  
**Welland L3C 1L9**  
416-384-9896

## APPROVALS AND ENGINEERING OFFICE

MOE 34

135 St. Clair Ave. W.  
Toronto M4V 1P5  
416-323-4483

This office coordinates the activities of the Environmental Assessment Branch, Environmental Approvals and Land Use Planning Branch, and Project Engineering Branch, described in separate entries.

## ENVIRONMENTAL ASSESSMENT BRANCH

MOE 35

135 St. Clair Ave. W., 7th Flr.  
Toronto M4V 1P5  
416-323-4629

This branch coordinates the development and administration of the **Environmental Assessment Act** and its regulations. Organizations subject to the Act (e.g., municipalities, provincial ministries and agencies, conservation authorities) are required to submit **environmental assessments** of proposed projects, indicating need and basis for selection from a range of alternatives. The branch coordinates reviews of each environmental assessment to inform and advise decision makers, proponents and the public on the acceptability and approvability of the project. Public records containing the environmental assessment and its review are maintained in the branch and made available to the public. The branch provides advice on requirements of the Environmental Assessment Act, as well as opinions on the status of related projects.

ENVIRONMENTAL APPROVALS AND LAND USE  
PLANNING BRANCH

MOE 36

## OPERATIONAL SERVICES SECTION

135 St. Clair Ave. W., 9th Flr.  
Toronto M4V 1P5  
416-323-4483

Within this section, the Land Use Unit (965-6963) advises other government agencies and the private sector on **environmental** and **land use planning**. Responsibilities include preparing policies and advisory guidelines; providing management with program/executive support for senior committees and special projects; coordinating the Ministry's response to regional development strategies and other proposed land uses; and handling the technical review of **environmental assessments** as input to the Government Review.

The Noise Assessment & Systems Support Unit (965-3071) assists regional and district offices by evaluating the relationship between new or existing land use and **noise** or vibration impacts (e.g., new development proposals, highways, railway, air-craft etc.). Emissions from sources of environmental noise and vibration, and control and abatement of sources under provincial jurisdiction are measured and analyzed. The unit also reviews noise and vibration potential from projects subject to the **Environmental Assessment Act**. Responsibilities include dealing with environmental noise, policy development, acoustics criteria and standards; promoting the Model Municipal Noise Control By-law for adoption by **municipalities**; providing training and certification of municipal noise control officers, municipal land use planners and building department personnel, and plant operators; and supplying the public, consultants, developers, industry and municipal employees with information on the implementation of noise and vibration policies and regulations. This unit also provides the branch with systems support for all computer applications, imple-



mentation of the Local Area Network, and program design for Certificates of Approval administration.

ENVIRONMENTAL APPROVALS AND LAND USE  
PLANNING BRANCH  
CONSULTING AND VALUE ENGINEERING  
SERVICES

MOE 37

135 St. Clair Ave. W., 10th Flr.  
Toronto M4V 1P5  
416-323-4483

Consulting and Value Engineering Services provides engineering expertise in the review, evaluation and recommendation for approval of complex **industrial waste** control systems. Engineering design submissions of high-cost, complex water and sewage works systems are also reviewed and evaluated from technical, environmental assessment and economic viewpoints.

The section provides Terms of Reference for new projects; maintains a cost database for sewage and water works to evaluate projects; reviews and coordinates the **Private Sewage Program** (Part VII) and the **Boating/Marine Program** under the **Environmental Protection Act**; and coordinates the development of design guidelines and standard specifications for **pollution control** equipment and material (pipes, fittings, etc).

ENVIRONMENTAL APPROVALS AND LAND USE  
PLANNING BRANCH  
ENVIRONMENTAL APPROVALS SECTION

MOE 38

135 St. Clair Ave. W., 8th Flr.  
Toronto M4V 1P5  
416-323-4483

This section processes applications submitted by the industrial, municipal and private sectors for the establishment of **municipal** and **industrial** liquid effluent treatment works, potable **water** supplies, treatment and distribution facilities, **air** emission control devices, and solid and liquid **waste** landfilling and disposal systems, as required by the Ontario Water Resources Act and the Environmental Protection Act. The section also reviews technical designs for proposed **pollution control** facilities to ensure compliance with the Province's environmental regulations, criteria and guidelines.

**Licences** are issued to installers of **septic tanks** and haulers of waste. Industrial, municipal and private sectors should initially contact the regional or district offices listed under Ministry of Environment, Operations Division.

ENVIRONMENTAL APPROVALS AND LAND USE  
PLANNING BRANCH  
ADMINISTRATIVE SERVICES SECTION

MOE 39

135 St. Clair Ave. W., 9th Flr.  
Toronto M4V 1P5  
416-323-4483

This section provides administrative support services to the branch.

The Pesticides Licencing Unit offers educational material to applicants for operator and/or exterminator **licences**, schedules examinations, and issues licences for the sale and use of **pesticides**.

PROJECT ENGINEERING BRANCH  
PROJECT ENGINEERING SECTION  
135 St. Clair Ave. W., 10th Flr.  
Toronto M4V 1P5  
416-323-4483

MOE 40

The Project Engineering Section coordinates the development and construction of Ministry capital projects, e.g., **water** supply, **sewage** systems and **water pollution control** facilities for municipalities. Arrangements are made for design work and financial analysis, including details on grants available, calling of **tenders** and award of contracts by the Ministry. The section also administers **grants** for certain sewage and water works to municipalities qualifying under the Ministry's priority rating system and to small communities for upgrading private sewage or water systems. Ontario grants for sewage and water works are administered under the **Canada-Ontario Agreement for Sewage Program (COASP)**. For information, contact regional or district offices listed under Ministry of the Environment, Operations Division.

PROJECT ENGINEERING BRANCH  
CLAIMS, CONTRACTS, SPECIFICATIONS AND  
AUDIT SECTION  
135 St. Clair Ave. W., 11th Flr.  
Toronto M4V 1P5  
416-323-4483

MOE 41

The Claims, Contracts, Specifications and Audit Section responds to contractual, **lien**, **bond** and insurance-related claims arising out of Ministry capital projects. **Tenders** are received and execution is arranged for construction contracts. The section carries out engineering audits of municipal water and sewage works projects funded by Ministry grants. It also provides representation on committees and drafts wording for national and provincial standards related to **water** and **sewage** works.

SPILLS ACTION CENTRE  
7 Overlea Blvd., 5th Flr.  
Toronto M4H 1A8  
416-965-9619  
1-800-268-6060

MOE 42

The Spills Action Centre, staffed daily on a 24-hour basis, handles the province-wide reporting of spills under Ministry legislation, as well as other off-hour **environmental** emergency calls.

The **Contingency Planning Office** (965-9648), formerly the Emergency Response Coordination Office, promotes planning by industries, municipalities, and federal and provincial agencies to control **pollution** caused by emergency spills of contaminants. The Office also handles matters pertaining to Part IX (**Spills Bill**) of the **Environmental Protection Act**.

INVESTIGATIONS AND ENFORCEMENT BRANCH  
1 St. Clair Ave. W., 9th Flr.  
Toronto M4V 1K6  
416-323-4831

MOE 43

The Investigations and Enforcement Branch is vested with the responsibility for all aspects of **environmental** enforcement within the Ministry. This mandate encompasses the

enforcement of the **Environmental Protection Act**, **Ontario Water Resources Act**, **Environmental Assessment Act** and **Pesticides Act**. The branch complements the abatement and control activities of the Operations Division through effective investigation and enforcement activity.

Regional Offices are listed below.

*West Central Region*  
119 King St. W., 12th Flr.  
P.O. Box 2112  
**Hamilton L8N 3Z9**  
416-251-7640

*Southeast Region*  
133 Dalton St.  
P.O. Box 820  
**Kingston K7L 4X6**  
613-549-4000

*Southwest Region*  
985 Adelaide St. S.  
**London N6E 1V3**  
519-661-2200

*Northeast Region*  
199 Larch St., 11th Flr.  
**Sudbury P3E 5P9**  
705-675-4501

*Northwest Region*  
435 James St. S., 3rd Flr.  
P.O. Box 5000  
**Thunder Bay P7C 5G6**  
807-475-1205

*Central Region*  
7 Overlea Blvd., 5th Flr.  
**Toronto M4H 1A8**  
416-424-3000

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of the Environment are listed below. Contact the information or communications branch for unlisted agencies.

### ENVIRONMENTAL ASSESSMENT ADVISORY COMMITTEE

MOE 44

1 St. Clair Ave. W., 9th Flr.  
Toronto M4V 1K6  
416-323-4800

This Committee advises the Minister of the Environment, upon request, on matters related to environmental assessment. Applications to designate projects under the **Environmental Assessment Act** are evaluated. The Committee also reviews proposed exemptions from the Act, in relation to public health and safety, environmental impact, and economic necessity.

### ENVIRONMENTAL ASSESSMENT BOARD ENVIRONMENTAL ASSESSMENT ACT

MOE 45

1 St. Clair Ave. W., 5th Flr.  
Toronto M4V 1K7  
416-323-4086

The Environmental Assessment Board holds public hearings on the impact of major development proposals under the Environmental Assessment Act (EAA). After an **environmental assessment** and the Government's review have been made public, any person (including the Minister of the Environment) can request a hearing by written notice. The



Board's decision may be varied or rescinded only by the Minister, with the approval of the Lieutenant-Governor-in-Council. Hearings are also held under three other statutes. For information, see the other entries under Ministry of the Environment, Environmental Assessment Board.

#### ENVIRONMENTAL ASSESSMENT BOARD

MOE 46

#### ENVIRONMENTAL PROTECTION ACT

1 St. Clair Ave. W., 5th Flr.

Toronto M4V 1K7

416-323-4086

The Environmental Assessment Board holds public hearings on the impact of major development proposals under the Environmental Protection Act (**EPA**). Hearings are mandatory to establish or extend sites for the disposal of **hazardous** or hauled liquid industrial **waste**, and discretionary in other cases. The Board subsequently submits its recommendations to the Minister of the Environment.

#### ENVIRONMENTAL ASSESSMENT BOARD

MOE 47

#### ONTARIO WATER RESOURCES ACT

1 St. Clair Ave. W., 5th Flr.

Toronto M4V 1K7

416-323-4086

The Environmental Assessment Board holds public hearings on the environmental impact of major development proposals under the Ontario Water Resources Act (**OWRA**). Hearings are mandatory for a **municipality** to extend its **sewage** works into another municipality or territory, and discretionary for facilities within the municipality. Following a hearing, the Board submits its recommendations to the Minister of the Environment.

#### ENVIRONMENTAL ASSESSMENT BOARD

MOE 48

#### CONSOLIDATED HEARINGS ACT

1 St. Clair Ave. W., 5th Flr.

Toronto M4V 1K7

416-323-4086

Under the Consolidated Hearings Act (**CHA**), the Environmental Assessment Board holds public hearings in conjunction with the Ontario Municipal Board. This occurs when a proposal requires more than one tribunal hearing under the Acts set out in the Schedule to the Consolidated Hearings Act, 1981. The Hearings Registrar must receive written notice from the proponent, specifying the nature of the undertaking, required hearings, and governing Acts. The matter is then referred to the Chairmen of the two boards, who establish a joint board for the hearing. The board's decision can be varied or rescinded only by the Lieutenant-Governor-in-Council.

#### ENVIRONMENTAL APPEAL BOARD

MOE 49

1 St. Clair Ave. W., 5th Flr.

Toronto M4V 1K7

416-323-4806

The Environmental Appeal Board hears appeals on Ministry or local **health** authorities' decisions in the areas of **water**, **waste** and **sewage** disposal, **air** and **noise pollution**, and **pesticides**. Hearings are held in accordance with the **Ontario Water Resources Act** and the **Environmental Protection Act**.

## ONTARIO WASTE MANAGEMENT CORPORATION

MOE 50

2 Bloor St. W., 11th Flr.  
 Toronto M4W 3E2  
 416-923-2918  
 Toll-free 1-800-268-1179

Regional Office  
 Village Square Mall  
 Highway 20 and Industrial Rd.  
 Smithville L0R 2A0  
 416-957-2367

The Ontario Waste Management Corporation (OWMC) was established in 1981 to develop and implement a long-term, province-wide program for the treatment and storage of liquid **industrial** and **hazardous wastes**. OWMC also assists in the reduction, **recycling** and reuse of these wastes. The Corporation developed a five phase plan, called the **Facilities Development Process (FDP)**, to prepare recommendations on sites and facility design proposals under the provisions of the Environmental Assessment Act of Ontario. A key element of the FDP is public consultation. Information and planning decisions are publicized at the end of each phase, and the exchange of ideas, comments and opinions is actively encouraged.

In September 1985, the Corporation announced its selection of a preferred site in the Township of West Lincoln, Regional Municipality of Niagara. Study-related activities to assess background potential impacts on socio-economic, agricultural, hydrogeological/geological, transportation, land use and atmosphere factors commenced on this site and vicinity in November, 1985.

The Corporation, which is completing its submission under the Environmental Assessment Act, also participates in **education** programs informing the public and industry on liquid industrial **waste** management, via audio-visual and printed materials. For more information, contact the Communications Department.

## PESTICIDES ADVISORY COMMITTEE

MOE 51

1 St. Clair Ave. W., 9th Flr.  
 Mailing Address:  
 135 St. Clair Ave. W., Ste. 100  
 Toronto M4V 1P5  
 416-323-4862

This Committee advises the Minister of the Environment on matters pertaining to pesticides. It annually reviews the **Pesticides Act** and Regulation, and government publications respecting pesticides and the **control of pests**. The Committee also recommends classifications for all new **pesticide** products prior to their marketing and use in Ontario; oversees and evaluates the results of a **research** program on pesticides; and publishes an annual report which is available to interested parties upon request. For other Ministry publications on pests and pest control, and information on pesticide licencing, contact the Hazardous Contaminants Branch, Agricultural and Industrial Chemicals Section.

# RECYCLING ADVISORY COMMITTEE

MOE 52

19 King St. W., 9th Flr.  
Hamilton L8N 3Z9  
416-521-7578

The Recycling Advisory Committee was formed by Government Order-in-Council in 1985 to advise the Minister of the Environment on measures promoting the establishment of multi-material source separation programs. Advice is also provided on matters relating to carbonated soft-drink containers regulations, Ontario Regulations 622, 623 and 633 (Environmental Protection Act, O.Reg. 623/85).

# ENVIRONMENTAL COMPENSATION CORPORATION

MOE 53

2300 Yonge St., Ste. 1203  
Box 2382  
Toronto M4P 1E4  
416-323-4826

The Environmental Compensation Corporation (ECC) is an Ontario Crown Corporation established on November 29, 1985 to handle applications for **compensation** when loss or damage results from spills of **pollutants**. The ECC may authorize appropriate compensation payments for bodily injury, cleanup cost, property damage and economic loss. Spill victims must notify the ECC in writing as soon as possible. Victims include those damaged by a spilled pollutant which they neither owned nor controlled, and owners and controllers of the spilled pollutant who were not liable at common law but paid compensation under Part IX of the Environmental Protection Act. The ECC has information brochures available to assist victims.

# ACTS

# ACTS

MOE 54

The Ministry of the Environment is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Consolidated Hearings Act, 1981  
Environmental Assessment Act  
Environmental Protection Act  
Ministry of the Environment Act  
Ontario Waste Management Corporation Act, 1981  
Ontario Water Resources Act  
Pesticides Act



## MINISTRY OF FINANCIAL INSTITUTIONS

555 Yonge St., 8th Flr.

Toronto M7A 2H6

The Ministry of Financial Institutions has a two-fold mandate.

Firstly, the Ministry regulates financial institutions in a manner which maintains their solvency, protects the interest of the public and ensures confidence in the system.

The second objective is to maximize the economic contribution of the Financial Institutions sector to the total economic growth of the Province.

Four operating units pursue the Ministry's mandate: The Ontario Securities Commission, the Pension Commission of Ontario, the Office of the Superintendent of Deposit Institutions, and the Office of the Superintendent of Insurance.

### DEPOSIT INSTITUTIONS DIVISION

#### DEPOSIT INSTITUTIONS DIVISION

MFI 1

The Deposit Institutions Division consists of two main areas of responsibility, headed by a Director of Credit Unions and Cooperatives, and a Director of Loan and Trust Corporations.

The Assistant Deputy Minister of the Division, who acts as the Superintendent of Deposit Institutions, regulates and supervises, Ontario's deposit-taking industry in order to ensure high levels of ethical business conduct.

#### CREDIT UNIONS AND COOPERATIVES

MFI 2

##### SERVICES BRANCH

555 Yonge St., 6th Flr.

Toronto M7A 2H6

416-963-0515

The Credit Unions and Cooperatives Services Branch, under the Superintendent of Deposit Institutions, administers the **Credit Unions and Caisses Populaires Act** and the **Cooperative Corporations Act**.

The Branch enforces compliance with the Credit Unions and Caisses Populaires Act and ensures adherence to sound business and financial practices, through the examination process, to protect the interests of **credit union** and **caisse populaire** members and their deposits. Standards are established for capital and surplus, assets-liability matching and levels of liquidity. In addition, the branch **incorporates** credit unions, **caisses populaires** and cooperatives. Deposits in credit unions and **caisses populaires** are insured with the **Ontario Share and Deposit Insurance Corporation (OSDIC)** (441-2771).

#### LOAN AND TRUST CORPORATIONS BRANCH

MFI 3

555 Yonge St., 7th Flr.

Toronto M7A 2H6

416-963-3532

The Loan and Trust Corporations Branch, under the Superintendent of Deposit Institutions, administers the provisions of the **Loan and Trust Corporations Act** and the **Mortgage Brokers Act**.

The branch **licences** and regulates **loan companies, trust companies and brokers**, and answers inquiries on deposits and mortgages. Deposits with Ontario registered loan and trust companies are insured with the **Canada Deposit Insurance Corporation**.

## INSURANCE DIVISION

### INSURANCE DIVISION

MFI 4

The Insurance Division, headed by the Superintendent of Insurance, consists of four main areas: Consumer Information and Service Branch; Corporate Licensing and Examinations; Motor Vehicle Accident Claims Fund/Agents and Adjusters Licensing; Support Services Branch (Policy/Legal Coordination, Actuarial Services, Administration).

The Superintendent of Insurance, through regulation and supervision, maintains a high level of ethical business conduct by Ontario's insurance industry, and ensures that the public's insurance needs are met.

The Insurance Division administers the provisions of the **Guarantee Companies Securities Act, Insurance Act, Investments Contracts Act, Marine Insurance Act, Prepaid Hospital and Medical Services Act, Registered Insurance Brokers of Ontario Act, Compulsory Automobile Insurance Act, Motor Vehicle Accident Claims Act, and Canadian Insurance Exchange Act, 1986**.

### CONSUMER INFORMATION AND SERVICE BRANCH

MFI 5

10 Wellesley St. E., 3rd Flr.  
Toronto M7A 2J3  
416-963-0471

The Consumer Information & Service Branch monitors market conduct and business standards, investigates claims disputes and complaints against insurance companies, and disseminates information on insurance-related matters to assist **consumers**.

### CORPORATE LICENSING AND EXAMINATIONS

MFI 6

10 Wellesley St., 2nd Flr.  
Toronto M7A 2J3  
416-963-0474 (Corporate Licensing)  
416-963-0477 (Examinations)

The Corporate Licensing & Examinations Branch processes requests for changes and applications of **incorporations** and **registrations** in Ontario, and monitors the solvency of Ontario licensed insurers. The Branch also **licenses** and regulates **insurance companies**, **prepaid hospital** and **medical** associations, and **mutual benefit** and **fraternal societies**.

### MOTOR VEHICLE ACCIDENT CLAIMS FUND

MFI 7

101 Bloor St. W., 8th Flr.  
Toronto M5S 2Z5  
416-963-0501  
416-963-0532

The Motor Vehicle Accident Claims Fund (MVAC), formerly called the Unsatisfied Judgement Fund, administers the provisions of the **Motor Vehicle Accident Claims Act**.

In situations not covered by automobile insurance, the Fund, pursuant to a Court judgement, provides **compensation** of personal injury damages (max. \$200,000) and certain limited types of property damage. In the case of damage to property not otherwise insured against vehicle impact (e.g., hydro and telephone poles or self insured municipal property), both the owner and driver of the uninsured vehicle must be identified. A deductible of \$100 applies to all property damage claims.

Effective March 1, 1980, the **Compulsory Automobile Insurance Act** requires insurance of automobiles operated in Ontario and provision of automobile policies for Uninsured Motorist coverage. Persons covered under the policy must apply to their own automobile insurance company for compensation.

#### SUPPORT SERVICES BRANCH

MFI 8

10 Wellesley St., 2nd Flr.

Toronto M7A 2J3

416-963-0477

The Support Services Branch provides financial and administrative services; develops and promotes policies; participates in the drafting of legislation, coordinates analysis and revisions of various Acts; and advises on the adequacy of insurers' reserves, proposed premium rates for high risk automobile insurance or prepaid health care plans, interprets statistical data reported by insurers, and fairness to business practices of insurers.

#### ONTARIO SECURITIES COMMISSION

MFI 9

##### ONTARIO SECURITIES COMMISSION

20 Queen St. W., Ste. 1800

Toronto M5H 3S8

416-597-0681

The Ontario Securities Commission maintains a list of **reporting issuers** and records filings of insider trading, proxy solicitation material, financial statements and take-over bids for the benefit of investors (593-8325). It processes **prospectus** offerings of **securities** and applications for exemption, as well as applications for transfer or release of securities from escrow (593-8234 - Solicitors, 593-8242 - Accountants). The Commission **registers** and investigates **consumer complaints** about **stockbrokers**, their salespersons and **investment advisers** and commodity futures dealers, their salespersons and advisers. It also investigates complaints about actions by companies affecting the value of securities (593- 8284) and answers general questions about **commodity** futures trading (593-8279).

The Ontario Securities Commission administers the following legislation: **Commodity Futures Act**; **Deposit Regulations Act**; **Securities Act**; **Toronto Futures Exchange Act, 1983**; **Toronto Stock Exchange Act, 1982**; certain provisions of the **Business Corporations Act, 1982**; and certain provisions of the **Corporations Act**.



**PENSION COMMISSION OF ONTARIO****PENSION COMMISSION OF ONTARIO**

MFI 10

101 Bloor St. W., 9th Flr.

Toronto M7A 2K2

416-963-0522

The Pension Commission of Ontario administers the **Pension Benefits Act**, which requires the **registration** and regulation of all private (i.e., company) **pension** plans covering **employees** in Ontario. The Commission also provides information and advice to the general public, pension plan administrators and the pension industry regarding Ontario's legislated requirements for private pension plans. The Commission is not concerned with any of the federal pension plans or provincial social service programs.

**ACTS****ACTS**

MFI 11

The Ministry of Financial Institutions is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index.

Canadian Insurance Exchange Act, 1986

Central Trust Company Act, 1983

Commodity Futures Act

Compulsory Automobile Insurance Act

Cooperative Corporations Act

Credit Unions and Caisses Populaires Act

Crown Trust Company Act, 1983

Deposits Regulation Act

Guarantee Companies Securities Act

Insurance Act

Investment Contracts Act

Loan and Trust Corporations Act

Marine Insurance Act

Mortgage Brokers Act

Motor Vehicle Accident Claims Act

Ontario Credit Union League Limited Act, 1972

(unconsolidated and unrepealed)

Ontario Deposit Insurance Corporation Act

Pension Benefits Act

Prepaid Hospital and Medical Services Act

Registered Insurance Brokers Act

Securities Act

Toronto Futures Exchange Act, 1983

Toronto Stock Exchange Act, 1982

## MINISTER RESPONSIBLE FOR FRANCOPHONE AFFAIRS

### OFFICE OF FRANCOPHONE AFFAIRS

FRANC AFF 1

Mowat Block, 4th Flr.

900 Bay St.

Toronto M7A 1C2

416-965-3865

The Office of Francophone Affairs provides the policy framework for the development of French language initiatives and services throughout the Ontario Government. The Office is the prime advisor to the government, through the Minister Responsible for Francophone Affairs and the Premier, on the development and implementation of **French language services** and on relations with the **Franco-Ontarian** community. The Office offers **grants** to assist community services or activities for francophones. It provides **information** in French on government programs and services through **Renseignements Ontario**, which can be reached by calling 1-800-268-7507 (toll free). For area code 807, call collect 416-965-3865.

### OFFICE DES AFFAIRES FRANCOPHONES

L'Office des affaires francophones est chargé de l'élaboration des politiques relatives au développement des initiatives et des services en français pour l'ensemble du gouvernement de l'Ontario. L'Office agit en tant que conseiller principal du gouvernement, par le biais du ministre délégué aux Affaires francophones et du premier ministre, dans les domaines du développement et de la mise en oeuvre des services en français et des relations avec la population francophone de l'Ontario. L'Office accorde des subventions afin de contribuer aux services et aux activités communautaires à l'intention des francophones. Il offre également un service d'information en français sur les programmes et les services du gouvernement: Renseignements Ontario peut être rejoint en composant sans frais le 1-800-268-7507. Si votre indicatif régional est 807, composez à frais virés le 416-965-3865.

### ONTARIO FRENCH LANGUAGE SERVICES COMMISSION

FRANC AFF 2

Mowat Block, 4th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1C2

416-965-0598

The Ontario French Language Services Commission has been established for a three year period as part of Bill 8, an Act to provide for **French language services** in the Government of Ontario (Nov. 1986). The Commission reviews the availability and quality of French language services, recommends the designation of public service agencies and their locations, and advises on other matters related to francophone services. The Commission is composed of a full-time Chairman and four part-time members, and reports to the Minister Responsible for Francophone Affairs.

### COMMISSION DES SERVICES EN FRANÇAIS DE L'ONTARIO

La Commission des services en français de l'Ontario a été établie pour trois ans à partir de l'adoption du projet de loi 8 en novembre 1986, Loi assurant la prestation de services en français par le gouvernement de l'Ontario. La Commission doit examiner la disponibilité et la qualité des services en français, recommander la désignation des organismes offrant des services publics et l'ajout à l'annexe de régions désignées, ainsi que faire des recomman-

dations sur la prestation des services en français en général. La Commission se compose d'un président à temps plein et de quatre membres à temps partiel, elle se rapporte au Ministre délégué aux Affaires francophones.

## ACTS

### ACTS

FRANC AFF 3

The Minister Responsible for Francophone Affairs administers the Act listed below.

French Language Services Act, 1986



## MINISTRY OF GOVERNMENT SERVICES

Ferguson Block

77 Wellesley St. W.

Queen's Park, Toronto M7A 1N3

Created in 1972 to combine the functions of former departments, including Public Works, the Ministry of Government Services has gradually broadened its responsibilities and mandate over the years. Today, the Ministry is concerned with virtually every aspect of the Ontario Government's 'working environment', including building design and management, computers and telecommunications, supply and services, purchasing, and employee benefits. Clients include all provincial ministries, agencies, boards, commissions and the general public.

Centralized services such as collective purchasing, assets disposal, translation, government mail, central collection and Citizens' Inquiry are available.

The Ministry is responsible for ensuring that provincial real property supports the government's social and economic objectives and programs. Additional responsibilities include planning and marketing of provincial lands not required for ministries' program needs, and administration and sale of mortgages available under various provincial housing programs.

Accommodation for the Ontario Government, which accounts for the bulk of the Ministry's budget and staff, includes construction, renovations, repairs, maintenance and leasing of buildings which house government operations.

Information technology services and products, including computers, telephones, data transmission facilities and audio and video technologies, are provided by the Ministry. Its three major computer centres, with 8,500 terminals, handle the majority of the government's shared computing resources.

The Ministry has four divisions, as well as a Communications Services Branch. The four divisions are: Realty Group, Computer and Telecommunication Services, Supply and Services, and Finance and Administrative Services.

The Ministry is also responsible for government-wide coordination of the Northern Ontario Relocation Program, a key component of the government's northern economic diversification initiatives. The program involves relocating several ministries' head office programs to selected northern Ontario communities.

### DEPUTY MINISTER'S OFFICE

#### COMMUNICATIONS SERVICES BRANCH

MGS 1

Ferguson Block, 12th Flr.

77 Wellesley St. W.

Queen's Park, Toronto M7A 1N3

416-965-6683

The Communications Services Branch provides communications support to the Minister, Deputy Minister and program areas. Branch coordinators provide internal and external communications services including communications planning, media liaison, special events, photographic services, speech writing, news releases, audio-visual presentations and publications.

Seminars and workshops are organized by the branch to assist Ministry staff in providing high quality customer service to clients.

The branch is also responsible for the Government of Ontario Art Collection, valued at approximately \$10 million. A curator (965-6824) handles cataloguing of original paintings and sculptures and restoration and exhibition of the collection, and serves as a member of the Art Advisory Committee.

The Media Studio (965-1164), located in the Legislative Building for the use of Members of Provincial Parliament, reports to the branch.

## FINANCE AND ADMINISTRATIVE SERVICES DIVISION

### FINANCE AND ADMINISTRATIVE SERVICES DIVISION

MGS 2

Ferguson Block, 12th Flr.

77 Wellesley St. W.

Queen's Park, Toronto M7A 1N3

The division provides a wide range of support services for Ministry programs, including: financial, human resources, audit, information technology, administrative, legal and strategic planning services. It also holds administrative responsibility for the Office of the Lieutenant Governor, Office Responsible for Women's Issues, Office Responsible for Senior Citizens Affairs and Office Responsible for Disabled Persons, and performs some accounting functions for the Office of the Legislative Assembly and the Ombudsman's Office.

### MANAGEMENT CONTROLS REVIEW FUNCTION

MGS 3

Ferguson Block, 12th Flr.

77 Wellesley St. W.

Queen's Park, Toronto M7A 1N3

416-965-4411

The Management Controls Review Function assists in the examination of all corporate and internal policies and procedures to ensure compliance with current control requirements or standards. It also reviews the application of Treasury and Management Board Directives and Guidelines to Ministry policies and procedures. Technical advice is provided to senior and operating management on matters relating to Ministry policies, procedures and control requirements.

### OPERATIONAL REVIEW OFFICE

MGS 4

Ferguson Block, 12th Flr.

77 Wellesley St. W.

Queen's Park, Toronto M7A 1N3

416-965-4411

The Operational Review Office provides senior management with information concerning the effectiveness of Ministry activities.

**ANALYSIS AND PLANNING SECTION**

MGS 5

Ferguson Block, 12th Flr.  
 77 Wellesley St. W.  
 Queen's Park, Toronto M7A 1N3  
 416-965-5690

The Analysis and Planning Section provides Ministry management with a coordinated planning, control, and advisory service to facilitate the delivery of planning processes and systems. Major functions include the coordination of long-term strategic and short-term operational planning, and the development, review, publication, distribution and interpretation of policies and procedures. The section liaises with the Management Board Secretariat on program and policy matters; analyses and prepares Management Board and Cabinet submissions for the Ministry; and administers the M.B.R. (Management by Results) and P.E.S. (Performance Evaluation System) which measure the operational performance of Ministry programs.

**FINANCE AND OFFICE SERVICES BRANCH**

MGS 6

Ferguson Block, 9th Flr.  
 77 Wellesley St. W.  
 Queen's Park, Toronto M7A 1N3  
 416-965-2153

The Finance and Office Services Branch provides financial and administrative support to the Ministry and other clients.

Financial Services is responsible for the treasury and controllership functions, including financial liaison with the Management Board of Cabinet, Treasury, Provincial Auditor and other ministries, boards, commissions, and agencies.

Office Services handles centralized purchasing, records management, office accommodation and employee parking.

The branch also coordinates responses to requests for information under the Freedom of Information Act.

**AUDIT BRANCH**

MGS 7

George Drew Bldg., 13th Flr.  
 25 Grosvenor St.  
 Toronto M7A 1Y3  
 416-965-4805

This branch provides professional internal auditing services to management through an objective assessment of the internal and management controls under which Ministry programs and activities operate.



## LEGAL SERVICES BRANCH

MGS 8

Ferguson Block, 3rd Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-965-1141

Legal services are provided to the Ministry by this branch in the areas of conveyancing and contracts, e.g. the acquisition (including **expropriation**), sale and lease of **land, buildings** negotiation and formulation of building contracts, and contracts for goods and services. The branch offers legal opinions to the Ministry on its areas of responsibility, and provides litigation services in the collection of outstanding accounts.

## SYSTEMS BRANCH

MGS 9

Ferguson Block, 4th Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-965-8801

The Systems Branch is responsible for the development, implementation and maintenance of information **technology** in support of Ministry programs. In addition, the branch provides internal consulting and advisory services related to information technology.

## HUMAN RESOURCES SERVICES BRANCH

MGS 10

Ferguson Block, 8th Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-965-7011

Services provided by this branch include establishment of appropriate classification and compensation levels for Ministry employees; recruitment; occupational health and safety; human resources planning, training and development; employee counselling; benefits administration; investigation of employees' grievances; and all matters affecting employee working conditions. The branch maintains the Ministry's personnel and employee benefit records; liaises with the Human Resources Secretariat and the Ontario Public Service Employees' Union (OPSEU); and ensures that personnel policies and standards outlined by the Secretariat and the Collective Agreement are effectively administered for all employees. The branch is also responsible for implementing action concerning Pay Equity and **Employment Equity** requirements in the Ministry.

## SUPPLY AND SERVICES DIVISION

### SUPPLY AND SERVICES DIVISION

MGS 11

Ferguson Block, 12th Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-965-1206

The Supply and Services Division provides a range of common support services which promote effective delivery of Ontario Government programs, a safe working environment, and access to government for the general public and supplier community.

**CHRIS PROJECT**

MGS 12

101 Bloor St. W., 2nd Flr.  
 Toronto M5S 1P7  
 416-965-6339

The **Corporate Human Resource Information System (CHRIS)** is designed to replace existing corporate systems operated by the Ministry of Government Services in the human resource/payroll area. **CHRISNEWS** and **CHRIS Human Resource Planning Pilot Brochure** are publications produced for internal distribution.

**EMPLOYEE SERVICES BRANCH**

MGS 13

880 Bay St., 5th Flr.  
 Toronto M7A 1N3  
 416-965-7350

The Employee Services Branch provides client ministries with employee counselling, rehabilitation, and health and safety services.

Employee Counselling Services (965-5161) offers confidential **counselling** and referral to employees of the **Ontario Public Service (OPS)**. Other activities include coordinating an interministerial program of **rehabilitation** services for OPS employees experiencing long-term illness and/or **disability**; assisting OPS employees with **child** care arrangements (965-9953); and providing training programs and individual consultations to managers, supervisors and **personnel** administrators in dealing with work performance problems.

Employee Health Services (965-6751, Rm. M1-73 Macdonald Block, Queen's Park, Toronto M7A 2C1) provides **health** surveillance programs for employees exposed to designated or **toxic** substances, health promotion and education, and direct health services for employees of the Ontario Public Service at their places of work in Toronto. Confidential assistance is available to employees for prevention and treatment of conditions of ill health, and advice is given to management and employees throughout the province on occupational health and safety matters. Health Centres are located at the Macdonald Block, Queen's Park; Legislative Building; 1201 Wilson Ave., East Building; 400 University Ave.; 15 Overlea Blvd.; 555 Yonge Street; 2195 Yonge Street; 77 Bloor Street West; 81 Resources Road; 135 St. Clair Ave. West.

The Safety Services Section (965-6517) provides, upon request, occupational **safety** services and advice to Ontario Government ministries. Building fire safety inspections are conducted in government owned and leased premises. The section also develops evacuation plans, in cooperation with building occupants. Building air quality testing and monitoring are undertaken, as appropriate, and on request.

EMPLOYEE SERVICES BRANCH  
EMPLOYEE VOLUNTEER PROGRAMS

MGS 14

101 Bloor St. W., 4th Flr.  
Toronto M5S 1P7  
416-965-6489

Employee Volunteer Programs organizes the Employee United Way campaigns throughout the Province of Ontario. This office also coordinates Employee Blood Donor Clinics and Federated Health campaigns within the Metro Toronto region.

EMPLOYEE BENEFITS AND DATA SERVICES  
BRANCH

MGS 15

George Drew Bldg., 14th Flr.  
25 Grosvenor St.  
Toronto M7A 1R1

This branch's Benefits Services Section (965-6861) administers **benefit plans** for employees of the **Ontario Public Service (OPS)** in accordance with the **Public Service Superannuation Act**, the **Superannuation Adjustment Benefits Act** and various insurance contracts. Current and retired OPS employees and dependent survivors are informed of the benefits available.

The Data Services Section (965-6541) operates and maintains the **Integrated Payroll, Personnel and Employee Benefits System (IPPEBS)** and the **Central Attendance Recording System (CARS)** for employees of the Ontario Public Service. Central agencies and all ministries receive a variety of services from the systems, including: **pay** lists, cheques, work history data, ministry organization structures, status changes of employees, **pension** contribution data, life **insurance**, Ontario Health Insurance Plan (**OHIP**) information, T-4 income **tax** forms, salary structures and various **statistical** analyses. Inquiries should be directed to Personnel or Payroll branches of the ministry concerned or to special services analysts within the Employee Benefits and Data Services Branch.

PURCHASING SERVICES BRANCH  
SUPPLIER INFORMATION SERVICE (SIS)

MGS 16

Ferguson Block, 6th Flr.  
77 Wellesley St. W.  
Toronto M7A 1N3  
416-965-6937

The Purchasing Services Branch maintains an automated Supplier Information Service for goods and services purchased by the Ministry. This one-window registration point is being developed for all suppliers who wish to do business with the Ministry, and is available to other ministries on request.

PURCHASING SERVICES BRANCH  
COLLECTIVE PURCHASING SECTION

MGS 17

Ferguson Block, 6th Flr.  
77 Wellesley St. W.  
Toronto M7A 1N3  
416-965-4751

This section establishes government-wide standing offers and standing agreements for the **purchase** of commonly used commodities and services. It also operates the **Public Tenders**



**Office** (965-1152) which processes government **tenders**, at the request of client ministries, in a consistent manner ensuring equal opportunity for all suppliers.

#### PURCHASING SERVICES BRANCH

MGS 18

##### OFFICE PRODUCTS CENTRE

3B-9 Macdonald Block

Queen's Park, Toronto M7A 2G4

416-965-7072

The Office Products Centre sells **stationery**, office supplies and souvenirs on a charge-back basis to government offices throughout the province. This section coordinates the government-wide **Standard Forms Program** as a central common service.

The Centre also operates privatized full-service Regional Warehouses in Ottawa and Thunder Bay, as well as six **souvenir** shops for personal shopping in government buildings across the province.

#### SOUVENIR OUTLETS

Ontario Government Bldg.

199 Larch St.

**Sudbury P3E 5P9**

Ellen Fairclough Bldg.

119 King St. W.

**Hamilton L8N 3Z9**

Ontario Government Bldg.

435 James St.

**Thunder Bay P7C 5G6**

Ministry of Revenue Bldg.

33 King St. W.

**Oshawa L1H 8H5**

Legislative Bldg.

Main Lobby

**Queen's Park, Toronto M7A 1A2**

*Access Ontario*

10 Rideau St.

**Ottawa K1N 9J1**

Ontario Government Bldg.

700 North Christina St.

**Sarnia N7V 3C2**

#### PURCHASING SERVICES BRANCH

MGS 19

##### PRINTING SERVICES

Ferguson Block, 6th Flr.

77 Wellesley St. W.

Queen's Park, Toronto M7A 1N3

416-965-3004

Printing Services handles contracting for all legislative printing, including **legislation** (bills and regulations) and the **Ontario Gazette**; purchases printing services from the private sector; and offers a **graphic** design service to all ministries. An in-house copy centre services ministries on a charge-back basis.

**PURCHASING SERVICES BRANCH  
ASSETS DISPOSAL SERVICE**

MGS 20

185 Judson St.  
Mimico M8Z 1A5  
416-259-7809

The Assets Disposal Service receives, stores and arranges recycling or disposal of **surplus** furniture, equipment and materials. 'Cash and Carry' sales of surplus equipment and material are periodically organized for the public and **charitable organizations**.

**INFORMATION SERVICES BRANCH**

MGS 21

Ferguson Block, 7th Flr.  
77 Wellesley St. W.  
Queen's Park Toronto M7A 1N3

The Information Services Branch provides essential information and related services to client ministries and the public. These include: Government Mail Service (which handles regular mail, mass mail and courier and messenger services); Queen's Park Switchboard; Citizens' Inquiry Bureau; Access Ontario; Access Databases and Directories; Translation Service; Ontario Government Bookstore (which markets and distributes Ontario Government publications); and the Records Centre.

Services are described individually in the entries that follow.

**INFORMATION SERVICES BRANCH  
ACCESS DATABASES AND DIRECTORIES**

MGS 22

Ferguson Block, 7th Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-965-7135

Access Databases and Directories collects and assembles non-confidential information for identifying and locating Ontario Government programs, services, organizations and personnel. This information is offered in published and electronic form to facilitate internal and public access to the Ontario Government.

Two inquiry service systems are available to help ministries answer public inquiries. **GUIDE** is an online service which contains data on government offices, services and personnel. **TOPICS** is printed reference material which provides provincial, federal and municipal government and non-government sources of information on subjects of current public interest. Published directories include the Government of Ontario Telephone Directory, the KWIC Index to Services, and a French-Language Directory of Services intended for Ontario's francophone population. The capability exists to **publish** custom telephone **directories**, and provide information in electronic form.

The section also coordinates the updating of the Ontario Government listings in the **Blue Pages** of all public telephone directories.

INFORMATION SERVICES BRANCH  
 RECORDS CENTRE SERVICES  
 3215 Erindale Station Rd.  
 Mississauga L5C 1Y5  
 416-279-5493

MGS 23

The Records Centre serves as custodian and provides secure storage and retrieval services for the inactive **records**, hard copy, computer tape and microfilm of all ministries and agencies. The centre also liaises with the Archives of Ontario to safeguard records with long-term research significance.

INFORMATION SERVICES BRANCH  
 GOVERNMENT MAIL SERVICE  
 Macdonald Block, 2B-18  
 77 Wellesley St. W.  
 Queen's Park, Toronto M7A 1N3  
 416-965-6902

MGS 24

Government Mail Service is responsible for pick-up and distribution of incoming and outgoing mail to and from the Canada Post Corporation, and inter-ministry mail in Metro Toronto. This office provides an electronic mail service, as well as a contractual mail service on a charge-back basis, which includes a mailing list service and a mass mail operation consisting of addressing, labelling, folding and inserting mail. Emergency **mail service** is coordinated during postal disruptions.

INFORMATION SERVICES BRANCH  
 TRANSLATION SERVICE  
 Ferguson Block, 7th Flr.  
 77 Wellesley St. W.  
 Queen's Park Toronto M7A 1N3  
 416-965-2891

MGS 25

This section provides ministries, designated agencies and the Legislature with **translation** services on a mandatory and/or optional basis. Translation from English to **French** and French to English is offered on a charge-back basis.

INFORMATION SERVICES BRANCH  
 INQUIRY SERVICES  
 Macdonald Block, Room M1-51  
 900 Bay St.  
 Queen's Park, Toronto M7A 1N3

MGS 26

The Inquiry Services Section manages the Citizens' Inquiry Bureau, Access Ontario, and the Queen's Park Switchboard.

**Citizens' Inquiry Bureau** (965-3535) is an information and referral service for government programs and services. It serves the public directly, and acts as a backup resource for government offices, MPPs, community information centres, libraries and private organizations. The Bureau administers **Ontario 20**, a write-in program for accessing government in languages other than English. A teletype TTY/TDD service for the **deaf** allows the hearing impaired to access information on government services and programs. The TTY/TDD service may be reached by calling 965-5130 in Toronto or by dialing 1-800-268-7095 from other locations.



**Access Ontario** (10 Rideau St., Ottawa K1N 9J1, 613-566-2721) is a storefront Ontario Government office operating a bilingual **information** and referral service for telephone, walk-in and written inquiries, and providing a switchboard service to Ontario Government ministries in Ottawa. The Centre offers a range of free and priced **publications**, sells Ontario Government **souvenirs**, and displays exhibits on various government and community programs through the year. Access Ontario is open 6 days a week, from 9:30 am to 6:00 pm on Monday, Tuesday, Wednesday and Saturday, and from 9:30 am to 9:00 pm on Thursday and Friday. Outside the Ottawa calling area, ask the operator for Zenith Ontario. For hearing or speech impaired callers, the TTY/TDD number is 566-2761.

**Queen's Park Switchboard** (965-6664) provides a 24-hour **telephone** switchboard service for the Government of Ontario, and assists switchboards in London (519-679-7000), Sudbury (705-675-4574) and Thunder Bay (807-475-1285) in providing information to the public.

## INFORMATION SERVICES BRANCH

MGS 27

### PUBLICATIONS SERVICES

880 Bay St., 5th Flr.

Toronto M7A 1N8

Mail Order: 416-965-6015 or

Toll-free 1-800-268-7540

In Area Code 807, ask

Operator for Zenith 67200

The Publications Services Section maintains an inventory of Ontario Government **publications** for distribution to the public, other ministries and public libraries through a province-wide library depository system. Publications, including **Hansard**, **Ontario Gazette**, and **legislation** (bills and regulations), can be obtained by personal shopping at the **bookstores** listed below or by mail order from the Publications Services Section. For information on personal shopping in Metro Toronto, call the **Ontario Government Bookstore** at 965-2054. For mail order inquiries, in Toronto call 965-6015; from other communities call toll-free 1-800-268-7540; in area code 807 ask the operator for Zenith 67200. Prepayment is required. Cheques should be made payable to the Treasurer of Ontario, and Visa and Mastercard are accepted.

### PERSONAL SHOPPING

#### *Access Ontario*

10 Rideau St.

Ottawa K1N 9J1

#### *Renouf Publishing Company*

61 Sparks St.

Ottawa K1P 5R1

#### *Ontario Government Bookstore*

880 Bay St

Toronto M7A 1N8

416-965-2054

#### *Windsor Public Library Bookstore*

850 Ouellette Ave.

Windsor N9A 4M9

## GENERAL SERVICES BRANCH

MGS 28

George Drew Bldg., 16th Flr.

25 Grosvenor St.

Toronto M7A 1R2

416-965-2905

The General Services Branch provides Ontario Government ministries with operational support services, including payment processing, collection service, insurance and risk management, and preparation of official documents. These services are described individually in the entries that follow.

GENERAL SERVICES BRANCH  
PAYMENT PROCESSING SERVICES

MGS 29

George Drew Bldg., 15th &amp; 16th Flrs.

25 Grosvenor St.

Toronto M7A 1R2

416-965-4391

Payment Processing Services is responsible for printing the Ontario Government's **cheques**. For most major programs, cheques are drawn on, and bank accounts reconciled against, the **Consolidated Revenue Fund**. Cheque writing and issuing occurs only upon the authorized request of each ministry. For specific inquiries, contact the ministry concerned.

GENERAL SERVICES BRANCH  
CENTRAL COLLECTION SERVICE

MGS 30

880 Bay St., 5th Flr.

Toronto M7A 1N8

416-965-5195

Central Collection Service collects **debts** owing to the government, and coordinates the collection of Ontario Public Service employees' debts.

GENERAL SERVICES BRANCH  
INSURANCE AND RISK MANAGEMENT SECTION

MGS 31

George Drew Bldg., 1st Flr.

25 Grosvenor St.

Toronto M7A 1N3

416-965-6254

The Insurance and Risk Management Section **purchases insurance** for the government, and advises all Ontario ministries and special purpose bodies on insurance coverage, excluding employee benefits. For information on Ontario Government employee benefits, call Employee Benefits and Data Services Branch (965-6861).

GENERAL SERVICES BRANCH  
OFFICIAL DOCUMENTS SECTION

MGS 32

Hearst Block, 3rd Flr.

900 Bay St.

Queen's Park, Toronto M7A 1N3

416-965-5741

The Official Documents Section prepares, records, **microfilms**, searches, and makes copies of official Ontario **documents**, e.g., **land** patents. For details of land patents, contact the Ministry of Natural Resources (965-1319). Notarized documents and **affidavits** are certi-

ried by the section. The Scrolls Office (965-5733) prepares congratulatory **scrolls** for Ontario citizens, on request, to acknowledge 80th, 90th and 100th birthdays; 40th, 50th and 60th wedding anniversaries; or other significant accomplishments of individuals, municipalities and organizations. It also prepares **Certificates of Appointment** under the Great Seal of the Province of Ontario and the **Privy Seal** of the Lieutenant Governor.

## COMPUTER AND TELECOMMUNICATION SERVICES

### COMPUTER AND TELECOMMUNICATION SERVICES

MGS 33

155 University Ave.  
Toronto M5H 3B7  
416-865-5000

Computer and Telecommunication Services (CTS) assists ministries in providing more effective service to the people of Ontario through the application of information technology. For example, CTS **computers** process OHIP payments, provide online information to police departments, and support driver and vehicle licencing offices around the province. A variety of **telecommunication** services are provided, such as the government inter-city voice network and teleconferencing facilities. Computer and Telecommunications Services offers customers specialized consulting assistance pertaining to information **technology** requirements. Information technology training and **education** services are available to government ministries through the CTS Education Centre.

User Support provides the first line of contact for customers to access and use CTS products and services. This office has the capability to offer specialized advice on many aspects of information technology, such as shared computer processing service facilities managed computers, database systems, **office automation**, computerized telephone systems and distributed computer systems. Staff work with customers to develop and deliver solutions to their needs, and contribute people, facilities and services to this partnership. For general information, call the Manager, User Support (865-4832).

The Service Desk is responsible for all inquiries regarding problems related to CTS mainframe hardware, software, the Ontario Communications Network, job control language, production services, supplies and utility services. Any difficulties experienced are tracked from the time they are reported until they are resolved to the customer's satisfaction (call the **User Support Service Desk** at 963-3900).

Computer and Telecommunication Services also offers a range of computer-related courses, including customized programs, so that government computer and telecommunication users can make full use of new information technology (call the CTS Education Centre at 865-4919).

Mainframe processing, including information storage and printing, is available from two large computer centres. Security measures to protect data and facilities are included with these services. Computer and Telecommunication Services also supports distributed processing (mainframe processing on the user's site) under facilities management arrangements. Assistance in acquiring and managing such facilities is available. The **software products** necessary to operate these large systems are kept up-to-date, and specialized software packages are supported to serve users' needs in database management, **statistical** analysis and financial planning (call **User Products** at 865-4908).



These computer facilities and thousands of individual terminals around the province are linked by the CTS data network. The **Ontario Communications Network** is a voice telecommunications link between Ontario Government offices which provides low-cost calling for government business. This network has a variety of support services. Working closely with individual Ministry telephone coordinators, Computer and Telecommunication Services coordinates long-distance telephone bills and telephone servicing (call User Support at 865-4832).

A major program is also underway to install computer-based **telephone** systems in Ontario Government offices. These advanced systems provide convenient features at a lower cost to the government (call Acquisition Services at 865-4701). Other specialized telecommunication services available through Computer and Telecommunication Services include video and audio **teleconferencing**, **teletype** and **facsimile services**, and **radio** communication systems (call User Support at 865-4832).

## ASSISTANT DEPUTY MINISTER - REALTY GROUP

### LAND DEVELOPMENT BRANCH

MGS 34

777 Bay St., 16th Flr.  
Toronto M5G 2E5  
416-585-6016

The branch is responsible for the planning and development of **lands** where title is held by the Ministry of Government Services.

Under the Planning Act, the branch seeks approval for official plan amendments, zoning by-laws, subdivision agreements and severances. It also manages external consulting and contracting services.

### LAND MARKETING BRANCH

MGS 35

777 Bay St., 16th Flr.  
Toronto M5G 2E5  
416-585-6770

The Land Marketing Branch is responsible for the marketing and sale of provincial real estate for residential, commercial and industrial development. Activities include developing financial and economic strategies and plans, and providing market analysis. The branch also handles the legal administration and sale of acquired properties, as well as the **Agricultural Land Sales Program**.

### LAND MANAGEMENT BRANCH

MGS 36

777 Bay St., 15th Flr.  
Toronto M5G 2E5  
416-965-2155

This branch performs **appraisals**, **surveys**, **negotiations** and **expropriations** for the acquisition of real estate. The Surveys and Documents Section is located in the Ferguson Block, 77 Wellesley St. W., Toronto (965-6748).

Direct management services are provided for the Ministry's revenue-producing properties, including the North Pickering Site (Land Management Site Office, P.O. Box 190, Highway 7, Green River, Pickering L1V 2A, 683-7611).

The branch also assists employees of the **Ontario Public Service**, transferred to other locations in Ontario, in selling their homes under the **Home Owner Employee Relocation Plan**. This section is located in the Ferguson Block, 77 Wellesley St. W., Toronto (965-3444).

## PROGRAM DEVELOPMENT AND MANAGEMENT DIVISION

### CORPORATE MANAGEMENT BRANCH

MGS 37

Ferguson Block, 13th Flr.

77 Wellesley St. W.

Queen's Park, Toronto M7A 1N3

416-963-2674

The Corporate Management Branch provides strategic, financial, administrative and technical support to the Realty Group and the Ontario Mortgage Corporation. Activities include offering strategic direction in the management of human, financial and technological resources; monitoring and evaluating corporate activities; developing and managing information and office systems; and handling mortgage and leases committed under various government lending programs.

The branch also administers the **Accommodation Management Information Section (AMIS)** which provides information on government-owned and leased premises to all ministries.

There are four sections within the branch: Corporate Planning, Realty Finance, Mortgage Programs (62 Wellesley St. W., Toronto M7A 1N3, 585-3200) and Information Technology (Ferguson Block, 13th Flr., 77 Wellesley St. W., Toronto M7A 1N3, 965-6815).

### PORTFOLIO MANAGEMENT BRANCH

MGS 38

Ferguson Block, 13th Flr.

77 Wellesley St. W.

Queen's Park, Toronto M7A 1N3

416-965-9989

Through the development and application of strategic planning methods, the Portfolio Management Branch optimizes the provincial government's real estate portfolio of land and buildings. Corporate leadership is also provided in developing policies and standards related to owned and leased government accommodation.

The branch offers planning expertise and consultation on **accommodation**, upon request, to all parts of the Ministry of Government Services, other provincial ministries and their agencies.

### CLIENT SERVICES BRANCH

MGS 39

Ferguson Block, 13th Flr.

77 Wellesley St. W.

Queen's Park, Toronto M7A 1N3

416-965-3804

The Client Services Branch assists clients in identifying their short and long-term **accommodation** requirements. Accommodation programs are developed, monitored and evaluated. The branch provides a focus for the marketing of all accommodation programs with client ministries.

## PROPERTY MANAGEMENT DIVISION

### PROPERTY MANAGEMENT DIVISION

MGS 40

Ferguson Block, 5th Flr.

77 Wellesley St. W.

Queen's Park, Toronto M7A 1N3

416-963-1555

The Property Management Division represents the Ministry province-wide through Regional and District offices which provide operational maintenance, repair, alterations and construction services to Ontario Government-owned **buildings**; information on other Ministry services; efficient and effective direction, control and management of the province's lease portfolio; and coordination of new leases on behalf of ministries and agencies.

The **Leasing Services Branch** (965-9295) arranges for the acquisition of leased accommodation through negotiations, and the payment of rental and adjustment claims for **real estate accommodation** leased from the private sector and municipalities. The branch also provides advisory services, reviews and audits, and arranges for payment of tax and operating claims submitted for accommodation (real estate) leased from the private sector. All ministries and most agencies of the Ontario Government are served by the branch.

The **Central Operations Branch** (963-2202) renders administrative and support services to the division. Within the branch, the Divisional Programs Section provides leadership and direction in strategic, business and operational planning, policy development, human resources planning and information technology development. The Financial and Administration Section supplies the financial, administrative and program consolidation required to deliver a decentralized program. The **Technical and Building Services Section** develops policy, standards and guidelines for property and **energy** management within provincially-occupied buildings. Activities include offering technical expertise and advice in facilities management; providing support for government parking and food services; and delivering moving and elevator services to divisional clients.

The Ministry ensures the division's responsiveness to client ministries' accommodation needs by placing responsibility in four regions (Toronto, Eastern, Southwestern and Northern) which oversee the operations of district and area offices.

Regional and District staff have responsibility for the operation, maintenance and repair of building structures, heating, ventilation, air-conditioning and electrical systems. Cleaning, **security**, grounds maintenance (**horticultural** service) and common administrative services in consolidated government office buildings within the appropriate geographic area are provided by the staff. They also administer **tendering**, supervision of construction of minor capital projects, and alterations and improvements for both leased and government-owned buildings.

Guidance and counselling are offered by regional and district office staff to other ministries, contractors and service suppliers, thus developing a closer communications link with the program specialists at Queen's Park. The district offices oversee day-to-day cafeteria operations, supplier tendering and contract administration for **food** services in provincial court houses and office buildings occupied by government ministries.



Toronto Region provides housekeeping, maintenance and support services to the Lieutenant Governor and the offices of the Premier, the Speaker and Members of Provincial Parliament in the **Legislative Building**.

Regional and district staff also respond to **emergency** situations requiring the protection of staff, the public and government-owned buildings.

Regional and District Offices are listed below:

*Toronto Regional Office*

880 Bay St. W., 7th Flr.

**Toronto M7A 1R1**

416-965-0700

*Legislative Precinct*

880 Bay St., 7th Flr.

**Toronto M7A 1R1**

416-965-0701

*Design & Construction Section*

178 Queen's Quay E.

**Toronto M5A 1B4**

416-965-6034

*Properties Section*

Office and Special Purpose Buildings

32/34 Grenville St.

**Toronto M7A 1N7**

416-965-6811

*Purchasing & Finance Section*

32/34 Grenville St.

**Toronto M7A 1N7**

416-965-3771

*Southwestern Regional Office*

City Centre

380 Wellington St., Ste. 1803

**London N6A 5B5**

519-679-7233

*Guelph District Office*

53 Victoria Rd. S.

**Guelph N1E 5P7**

519-822-1150

*Lakeshore District Office*

171 Judson St.

**Toronto M8Z 1A4**

416-255-2381

*London District Office*

900 Highbury Ave.

P.O. Box 5452

**London N6A 4L6**

519-453-3550

*Eastern Regional Office*

780 Midpark Dr., Ste. 205

**Kingston K7M 7P6**

613-545-4500

*Kemptville District Office*

Concession Rd.

P.O. Bag 2008

**Kemptville K0G 1J0**

613-258-8258

*Kingston District Office*

1055 Princess St.

P.O. Bag 8000

**Kingston K7L 5A8**

613-545-4575

*Orillia District Office*

24 James St. E.

P.O. Box 790

**Orillia L3V 6K7**

705-325-7403

*Northern Regional Office*

199 Larch St.

**Sudbury P3E 5P9**

705-675-4175

*North Bay District Office*

1353 Gorman St.

**North Bay P1B 2Y3**

705-476-2260

*Timmins Area Office*  
Hollinger Lane  
P.O. Box 520  
**Schumacher P0N 1G0**  
705-264-2234

*Thunder Bay District Office*  
500 Algoma St. N.  
P.O. Box 3020  
**Thunder Bay P7B 5G5**  
807-475-1285

*Sudbury District Office*  
Highway 69 S.  
McFarlane Lake  
P.O. Box 2520  
Postal Station A  
**Sudbury P3A 4S9**  
705-522-5166

*Kenora Area Office*  
720 Robertson St.  
P.O. Box 2840  
**Kenora P9N 3X8**  
807-468-8918

*Sault Ste. Marie Area Office*  
445 Albert St. E.  
**Sault Ste. Marie P6A 2J9**  
705-949-4515

## DESIGN AND CONSTRUCTION DIVISION

**DESIGN SERVICES BRANCH**  
Ferguson Block, 11th Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-965-2108

MGS 41

The Design Services Branch provides a complete range of architectural, interior and engineering design through in-house professional/technical expertise and management of external consultants. Services include estimating, cost control, and barrier free design for the physically disabled. Consulting services are provided to the Ministry's regional and district offices, and client ministries. The branch plans, designs and furnishes government **buildings** and other special use facilities to create working environments which reflect user needs and functional requirements. It is also instrumental in the design of intelligent buildings which integrate operations, lighting systems and **energy** management through digital controls and computerized monitoring.

The D.S.B. Codes Committee facilitates awareness of and compliance with legislation affecting design and construction of Ontario Government buildings.

**CONTRACT MANAGEMENT BRANCH**  
Ferguson Block, 3th Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-965-0114

MGS 42

The Contract Management Branch supplies contractual **construction** and financial control on capital projects. These projects include the provision of **buildings, accommodation** and other facilities for government ministries and agencies, and the construction of **municipal** services for **land** development.

The branch monitors contract documents for capital construction projects, including land development projects; receives tenders; awards contracts; and supervises construction to ensure compliance with schedules and contract documents (965-6674). Engineering expertise and support are provided for negotiating subdivision agreements with municipalities (585-6958). The branch also certifies progress payments and monitors cash flow; arranges and supervises occupancy by the client ministry; resolves disputes arising from contractual or technical sources; and administers claims under the lien acts. Other activities include liaising with construction and consulting associations, and implementing new procedures for the tendering and operation of construction projects.

The Payment Section processes payment applications for all Ministry construction projects (965-6738). It is responsible for making sales tax adjustments, and ensuring that payments comply with the contract documents and the Construction Lien Act.

#### PROJECT MANAGEMENT BRANCH

MGS 43

Macdonald Block, M-1B90

77 Wellesley St. W.

Queen's Park, Toronto M7A 1N3

416-965-1437

This branch provides project management services for designated accommodation projects. It determines clients needs; establishes project specifications, budgets and schedules; and ensures project delivery in accordance with policies and standards.

#### ACTS

#### ACTS

MGS 44

The Ministry of Government Services is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Flag Act

Floral Emblem Act

Ministry of Government Services Act, R.S.O. 1980 and Amendments

Official Notices Publication Act

Ontario Land Corporation Act



## MINISTRY OF HEALTH

Hepburn Block, 80 Grosvenor St.  
Queen's Park, Toronto M7A 1R3

Created by the Public Health Act of 1882 as the first permanent health care administrative body in the province, the Ministry of Health was originally known as the Provincial Board of Health of Ontario. In 1919, it was transferred from the Department of the Provincial Secretary to the Department of Labour under the Minister of Health and Labour. The Provincial Board became the Department of Health in 1925. In 1930, the Department of Hospitals was established under the direction of the first Minister of Health. Hospitals, sanatoria and mental institutions previously had reported to the Provincial Secretary. The Department of Hospitals became a division of the Department of Health in 1934. Insured hospital services and insured physicians' services, introduced in 1959 and 1966 respectively, were combined under the Ontario Health Insurance Plan (OHIP) in 1972. The Department of Health became the Ministry of Health in 1971.

The Ministry is responsible for ensuring the good health of the Ontario public by administering such programs as health insurance, care for the mentally ill, extended health care, home care services, regulation of hospitals and nursing homes, and drug benefits. The Ministry also operates psychiatric hospitals and medical laboratories, and coordinates ambulance services.

### DEPUTY MINISTERS' OFFICE

#### LEGAL BRANCH

Hepburn Block, 10th Flr.  
80 Grosvenor St.

Queen's Park, Toronto M7A 1S3  
416-965-2477

HEALTH 1

Legal services provided to the Ministry by this branch include preparation of contracts, settlement of claims, appearances at court hearings etc.. The branch counsels the Ministry on legal matters, including the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. The Legal Branch is seconded to the Ministry of Health by the Ministry of the Attorney General.

#### COMMUNICATIONS AND INFORMATION BRANCH

Hepburn Block, 9th Flr.  
80 Grosvenor St.

Queen's Park, Toronto M7A 1S2

416-965-5167 Media inquiries

416-965-3101 General inquiries

1-800-268-1153 Long distance inquiries

HEALTH 2

The Communications and Information Branch informs the public, client groups and the media about the Ministry's activities; establishes communications policy; and advises the branches on communications problems. The branch also supports the Minister and the Deputy Minister by liaising with the media, answering public inquiries, and producing and distributing publications, news releases and speeches.

Creative Services (965-5811) develops Ministry strategies and methods for health education and promotion. Proposals and recommendations are formulated to promote the best

possible individual and collective levels of health. The section also avoids duplication and reinforces deserving efforts at health promotion by maintaining contact with district health councils, local official health agencies, and professional governmental and voluntary health organizations.

#### ASSISTANT DEPUTY MINISTER - COMMUNITY HEALTH COMMUNITY AND PUBLIC HEALTH DIVISION

##### COMMUNITY AND PUBLIC HEALTH DIVISION

HEALTH 3

15 Overlea Blvd., 5th Flr.  
Toronto M4H 1A9  
416-963-3581

This division ensures the efficient and effective management of programs in the areas of Community Health and Public Health.

##### COMMUNITY HEALTH PROGRAMS BRANCH

HEALTH 4

15 Overlea Blvd., 6th Flr.  
Toronto M4H 1A9  
416-963-1383

The Community Health Programs Branch is responsible for administering the Health Service Organization and Community Health Centre Program, the Home Care Program, Placement Coordination Services, and the Arthritis Society, Ontario Division.

##### COMMUNITY HEALTH PROGRAMS BRANCH

HEALTH 5

##### HOME CARE PROGRAM

15 Overlea Blvd., 6th Flr.  
Toronto M4H 1A9  
416-963-1360/4

The Home Care Program provides services at the community level on a visiting basis to patients who are referred by their physicians and who meet nine eligibility criteria. The basic criterion is requirement of a professional service such as **nursing, physiotherapy, occupational therapy** or **speech therapy**. Patients may also be eligible for additional services including: **nutritional counselling, medical social work, drugs, medical supplies and equipment, meals on wheels or homemaking**. The two components of Home Care, acute and chronic, are available throughout the province. In addition, **School Health Service**, which involves nursing, physiotherapy, speech therapy, occupational therapy and nutritional counselling, is available on a visiting basis to **children in school** (as defined by the Education Act), when treatment outside the school setting would disrupt the child's educational program. Referrals should be made to the nearest local Home Care Program; telephone numbers are listed below.

Patient Referral Centre  
c/o Belleville General Hospital  
245 Dundas St. E.  
**Belleville K8N 5A9**  
613-966-3530

Peel Regional Health Unit  
10 Peel Centre Dr.  
**Brampton L6T 4B9**  
416-791-9400

225 St. Paul Ave., 9th Flr.  
**Brantford N3R 5Z3**  
519-759-7752

c/o Leeds, Grenville &  
Lanark Health Unit  
82 Emma St.  
**Brockville K6V 1S7**  
613-345-0060

460 Brant St.  
**Burlington L7R 4B6**  
416-639-5141

220 Riverview Dr.  
P. O. Box 306  
**Chatham N7M 5K4**  
519-351-9780

London Road, c/o Huronview  
P. O. Box 458  
**Clinton N0M 1L0**  
519-482-3411

1000 Pitt St.  
**Cornwall K6J 3S5**  
613-933-1375

324 Church St.  
**Fort Frances P9A 1E1**  
807-274-9384

2 Quebec St., 2nd Flr.  
**Guelph N1H 2T3**  
519-823-2550

414 Victoria Ave. N.  
**Hamilton L8L 5G8**  
416-523-8600

Medical Centre  
Group Box 89, R.R. 3  
**Huntsville P0A 1K0**  
705-789-8828

Northwestern Health Unit  
1 Ocean Ave. W., R.R. 1  
**Kenora P9N 3W7**  
807-468-6740

605 Justus Dr.  
**Kingston K7M 4H5**  
613-384-7090

6 Tweedsmuir Rd.  
**Kirkland Lake P2N 1H9**  
705-567-9355

108 Angeline St. S.  
**Lindsay K9V 3L5**  
705-324-9165

50 King St.  
**London N6A 5L7**  
519-663-5410

Simcoe County Admin. Bldg.  
**Midhurst L0L 1X0**  
705-722-3344

Regional Municipality of York  
615 Davis Dr., Ste. 202  
**Newmarket L3Y 2Y2**  
416-895-1240

City Hall Tower, 5th Flr.  
200 McIntyre St. E., P. O. Box 450  
**North Bay P1B 8J1**  
705-476-1144

Community Health Services Centre  
301 Golf St.  
**Oshawa L1G 4B2**  
416-723-8531

495 Richmond Rd.  
**Ottawa K2A 4A4**  
613-722-2029

301-920 1st Ave. W.  
**Owen Sound N4K 4K5**  
519-371-2112

Parry Sound District General Hospital  
10 James St.  
**Parry Sound P2A 1T3**  
705-746-9321



1217 Pembroke St. E.  
P. O. Box 940  
**Pembroke K8A 7M5**  
613-735-4133

835 Weller St.  
**Peterborough K9J 4Y1**  
705-743-2212

167 Kendall St.  
**Point Edward N7V 4G6**  
519-336-8112

301 Lake St.  
**Sault Ste. Marie P6A 4A9**  
705-949-1650

Simcoe Town Shopping Centre  
Second Level  
150 West St.  
**Simcoe N3Y 5C1**  
519-426-7400

113-115 Cushman Rd., Unit 61  
**St. Catharines L2M 6S9**  
416-684-9441

360 Talbot St., Box 8  
**St. Thomas N5P 1B6**  
519-631-9907

653 West Gore St.  
**Stratford N5A 1L4**  
519-273-2010

Regency Gate  
1760 Regent St. S.  
**Sudbury P3E 3Z8**  
705-522-3460

c/o Green Acres School  
405 West Isabella St.  
**Thunder Bay P7E 5E5**  
807-623-4977

169 Pine St., Postal Bag 2012  
**Timmins P4N 8B7**  
705-267-1181

175 Columbia St. W.  
**Waterloo N2L 5Z5**  
519-886-8160

45 Sheppard Ave. E.  
**Willowdale M2N 5W9**  
416-229-2929

410 Giles Blvd. E.  
**Windsor N9A 4C6**  
519-253-4612

410 Buller St.  
P. O. Box 815  
**Woodstock N4S 4N2**  
519-539-1284

**COMMUNITY HEALTH PROGRAMS BRANCH**  
**HEALTH SERVICE ORGANIZATION AND**  
**COMMUNITY HEALTH CENTRE PROGRAM**  
15 Overlea Blvd., 6th Flr.  
Toronto M4H 1A9  
416-963-2789

**HEALTH 6**

Health Service Organizations (HSOs) are physician groups, hospitals and other organizations which receive capitation payment for health services in lieu of OHIP fee for service. HSOs' capitation payments are on behalf of enrolled roster populations. If the hospitalization of roster members is less than that of the non- HSO population of their districts, HSOs may also receive an incentive payment. Further information can be obtained by writing to the program at the above address.

**Community Health Centres (CHCs)** are community-sponsored organizations providing primary health care treatment services to a specified population with a high disease burden or need for improved access to care. CHC funding is provided through program-based budgets developed by the Ministry. District Health Councils review and rank CHC program proposals, which must identify the health needs of their population. Information on the program can be obtained by writing to the above address.

**COMMUNITY HEALTH PROGRAMS BRANCH  
PLACEMENT COORDINATION SERVICES**

**HEALTH 7**

15 Overlea Blvd., 6th Flr.  
Toronto M4H 1A9  
416-963-2789

Placement Coordination Services, started in 1979 and totally funded by the Ministry, provides a single channel to help people requiring placement in long-term care facilities obtain suitable **accommodation** and appropriate services. A placement coordination service may be sponsored locally by any non-profit planning or service agency. Sponsoring groups must obtain written agreement from the majority of local hospitals, nursing homes and homes for the aged signifying their participation before a program can be funded by the Ministry. Further information can be obtained by writing to the program at the above address or by contacting one of the local services listed below:

*Algoma District*  
421 Bay St., 2nd Flr.  
**Sault Ste. Marie P6A 1X3**  
705-759-2491

*Durham Region*  
Oshawa General Hospital  
24 Alma St.  
**Oshawa L1G 2B9**  
416-433-2703

*Brant County*  
P. O. Box 845  
**Brantford N3T 5R7**  
519-759-3141

*Halton District*  
700 Dorval Dr., Ste. 503  
**Oakville L6K 3V3**  
416-842-2120

*Chatham-Kent*  
c/o V.O.N.  
121 Heritage Rd, Box 1031  
**Chatham N7M 5L6**  
519-352-5257

*Hamilton-Wentworth*  
414 Victoria Ave N.  
**Hamilton L8L 5G8**  
416-528-1512

*Cochrane District*  
169 Pine St. S.  
P. O. Bag 2012  
**Timmins P4N 8B7**  
705-267-1181

*Kingston, Frontenac, Lennox and  
Addington*  
221 Portsmouth Ave.  
**Kingston K7M 1V5**  
613-549-1232

*Lambton County*  
167 Kendall St.  
**Point Edward N7V 4G6**  
519-336-0172

*Leeds, Grenville & Lanark*

82 Emma St.  
**Brockville K6V 1S7**  
613-342-8824

*Niagara*

6385 Colborne St.  
**Niagara Falls L2J 4B9**  
416-356-6171

*Ottawa-Carleton*

955 Green Valley Cr., Ste. 380  
**Ottawa K2C 3V4**  
613-727-0132

*Peel Region*

Regional Administrative Building  
10 Peel Centre Dr.  
**Brampton L6T 4B9**  
416-791-9400 ext. 442

*Thames Valley*

c/o V.O.N.  
700 York St.  
**London N5W 2S8**  
519-663-0920

*Thunder Bay*

405 S. James St.  
**Thunder Bay P7E 2V6**  
807-475-8013

*Waterloo*

40 Spadina Rd. W.  
**Kitchener N2M 1E9**  
519-749-6789

*Wellington*

St. Joseph's Hospital  
80 Westmount Rd.  
**Guelph N1H 5H8**  
519-824-5021

*Windsor-Essex County*

410 Giles Blvd. E.  
**Windsor N9A 4C6**  
519-253-4211

OFFICE OF THE CHIEF MEDICAL OFFICER OF  
HEALTH

HEALTH 8

15 Overlea Blvd., 5th Flr.  
Toronto M4H 1A9  
416-963-2229

This office provides recommendations for policy and long-range planning to prevent the spread of **disease**, and promote and protect **health**. The Chief Medical Officer of Health monitors the organization and delivery of **public health** programs and services provided by local boards of health and, when directed by the Minister, will act to protect health and ensure the provision of necessary public health programs and services.

PUBLIC HEALTH BRANCH

HEALTH 9

15 Overlea Blvd., 5th Flr.  
Toronto M4H 1A9  
416-963-2229

The Public Health Branch provides leadership and support to Ontario's **public health** system through comprehensive consultant support services for Health Units and corporate management, and central epidemiological services for an effective response to outbreaks of disease. The branch also maintains a comprehensive database for **health** care planning at the Ministry and local levels.



**PUBLIC HEALTH BRANCH  
DISEASE CONTROL AND EPIDEMIOLOGY  
SERVICE**

HEALTH 10

15 Overlea Blvd., 5th Flr.  
Toronto M4H 1A9  
416-963-2238

This office is a comprehensive provincial epidemiology service which collects **statistics** on **disease** trends, including infectious and non-infectious diseases, sexually transmitted diseases, animal diseases with human implications, and various environmental hazards with **public health** implications.

The office supplies physicians with **vaccines**, **snake** anti-venom, anti-**rabies** treatment and **drugs** for the treatment of **tuberculosis**, leprosy and sexually transmitted or **venereal diseases**. A consultative service is provided to Medical Officers of Health, private physicians, other ministries and agencies in matters of disease control.

**PUBLIC HEALTH BRANCH  
AIDS SECTION**

HEALTH 11

15 Overlea Blvd., 5th Flr.  
Toronto M4H 1A9  
416-963-2238  
416-965-2168  
Toll-free 1-800-268-6066

This section provides consultative services for AIDS education and policy development; collects statistics on the incidence of **AIDS**; monitors trends; and supplies AIDS pamphlets and audio-visual materials.

The section also acts as a resource to local Medical Officers of Health, health care institutions, community-based groups and the general public.

**PUBLIC HEALTH BRANCH  
PUBLIC HEALTH RESOURCE SERVICE**

HEALTH 12

15 Overlea Blvd., 5th Flr.  
Toronto M4H 1A9  
416-963-2232

The Public Health Resource Service is a multi-disciplinary team of public health professionals who work in close collaboration with local health agencies, federal and municipal governments, universities and professional associations to identify and respond to province-wide **public health** needs. The service provides technically- competent consultative support in the practice of public health to field agencies/organizations in the areas of public health **nursing**, community **nutrition**, public health inspection, **family** health including family planning, **dentistry**, and project management and coordination. The service also administers the regulation regarding public **swimming pools** under the Health Protection and Promotion Act, including approval of building plans (963-2232). For the delivery of local public health services, contact the nearest public health unit, listed under the Public Health Agencies entry.

## PUBLIC HEALTH AGENCIES

## HEALTH 13

A public health unit is an official health agency established by a group of urban and rural municipalities to provide a more efficient community health program, carried out by full-time, specially qualified people.

There are 43 public health units in Ontario. Programs administered by the units include: public health nursing for home and school visits, immunization, prenatal instructions and public education; public health inspection of restaurants, food stores, summer camps and public swimming pools; nutrition and fitness promotion; preventive dental care and health education; and disease control and prevention of communicable diseases.

Each health unit is an autonomous organization under the Health Protection and Promotion Act, 1983, administered by the Medical Officer of Health who reports to the local Board of Health. The board is largely made up of elected representatives from the local municipal councils. The Ministry cost-shares the expenses with the municipalities. For the delivery of local public health services, contact the nearest public health unit, listed below.

*Algoma Health Unit*  
Civic Centre  
99 Foster Dr., 6th Flr.  
**Sault Ste. Marie P6A 5X6**  
705-759-5287

*Brant County Health Unit*  
194 Terrace Hill St.  
**Brantford N3R 1G7**  
519-753-7377

*Bruce County Health Unit*  
30 Park St.  
Box 248  
**Walkerton N0G 2V0**  
519-881-1920

*Durham Department of Health Services*  
Community Health Services Centre  
301 Golf St.  
**Oshawa L1G 4B2**  
416-723-8521

*East York Health Unit*  
550 Mortimer Ave.  
**Toronto M4J 2H2**  
416-461-8136

*Eastern Ontario Health Unit*  
1000 Pitt St.  
**Cornwall K6J 3S5**  
613-933-1375

*Elgin-St. Thomas Health Unit*  
2 Wood St.  
**St. Thomas N5R 4K9**  
519-631-9900

*Etobicoke Health Unit*  
City Hall  
399 The West Mall  
**Etobicoke M9C 2Y2**  
416-394-8300

*Grey-Owen Sound Health Unit*  
920 First Ave. W.  
**Owen Sound N4K 4K5**  
519-376-9420

*Haldimand-Norfolk Regional Health Unit*  
365 West St.  
Box 247  
**Simcoe N3Y 4L1**  
519-426-6170

*Haliburton, Kawartha, Pine Ridge District Health Unit*  
860 William St.  
Box 337  
**Cobourg K9A 4K8**  
416-372-0175

*Halton Regional Health Unit*  
1151 Bronte Rd.  
P.O. Box 7000  
**Oakville L6J 6E1**  
416-827-2151

*Hamilton-Wentworth Regional Health Unit*

25 Main St. W.  
P.O. Box 897  
**Hamilton L8N 3P6**  
416-528-1441

*Hastings and Prince Edward Counties Health Unit*

179 North Park St.  
**Belleville K8P 4P1**  
613-966-5500

*Huron County Health Unit*

Court House, The Square  
**Goderich N7A 1M2**  
519-524-8301

*Kent-Chatham Health Unit*

435 Grand Ave. W.  
P.O. Box 1136  
**Chatham N7M 5L8**  
519-352-7270

*Kingston, Frontenac, Lennox & Addington Health Unit*

221 Portsmouth Ave.  
**Kingston K7M 1V5**  
613-549-1232

*Lambton Health Unit*

333 George St.  
**Sarnia N7T 4P5**  
519-344-5293

*Leeds, Grenville & Lanark District Health Unit*

70 Charles St.  
**Brockville K6V 1T3**  
613-345-5685

*Middlesex-London Health Unit*

50 King St.  
**London N6A 5L7**  
519-663-5317

*Muskoka-Parry Sound Health Unit*

Pine St.  
Box 1019  
**Bracebridge P0B 1C0**  
705-645-4471

*Niagara Regional Area Health Unit*

130 Lockhart Dr.  
**St. Catharines L2T 1W4**  
416-688-3762

*North Bay and District Health Unit*

200 McIntyre St. E., 5th Flr.  
P.O. Box 450  
**North Bay P1B 8J1**  
705-474-1400

*North York Health Unit*

5100 Yonge St.  
**North York M2N 5V7**  
416-224-6197

*Northwestern Health Unit*

15 Ocean Ave. W.  
R.R. #1  
**Kenora P9N 3W7**  
807-468-3147

*Ottawa-Carleton Regional Health Unit*

495 Richmond Rd.  
**Ottawa K2A 4A4**  
613-722-2328

*Oxford County Health Unit*

410 Buller St.  
Box 485  
**Woodstock N4S 7Y5**  
519-539-6121

*Peel Regional Health Dept.*

10 Peel Centre Dr.  
**Brampton L6T 4B9**  
416-791-9400

*Perth District Health Unit*

653 West Gore St.  
**Stratford N5A 1L4**  
519-271-7600



*Peterborough County-City Health Unit*  
835 Weller St.  
**Peterborough K9J 4Y1**  
705-743-1160

*Porcupine Health Unit*  
169 Pine St. S.  
P.O. Bag 2012  
**Timmins P4N 8B7**  
705-267-1181

*Renfrew County & District Health Unit*  
1217 Pembroke St. E.  
Highway 17  
P.O. Box 940  
**Pembroke K8A 7M5**  
613-732-3629

*Scarborough Health Department*  
Scarborough Civic Centre  
160 Borough Dr.  
**Scarborough M1P 4N8**  
416-396-7454

*Simcoe County District Health Unit*  
County Administration Centre  
**Midhurst L0L 1X0**  
705-726-0100

*Sudbury and District Health Unit*  
1300 Paris Cr.  
**Sudbury P3E 3A3**  
705-522-9200

*Thunder Bay District Health Unit*  
999 Balmoral St.  
P.O. Box 1024  
**Thunder Bay P7C 4X8**  
807-625-5900

*Timiskaming Health Unit*  
6 Tweedsmuir Rd., Ste. 206  
**Kirkland Lake P2N 1H9**  
705-567-9355

*Toronto Health Unit*  
City Hall  
7th Flr., E. Tower  
100 Queen St. W.  
**Toronto M5H 2N2**  
416-392-7401

*Waterloo Regional Health Unit*  
850 King St. W.  
**Kitchener N2G 1E8**  
519-744-7357

*Wellington-Dufferin-Guelph Health Unit*  
205 Queen St. E.  
**Fergus N1M 1T2**  
519-843-2460

*Windsor-Essex County Health Unit*  
1005 Ouellette Ave.  
**Windsor N9A 4J8**  
519-258-2146

*York Health Unit*  
2700 Eglinton Ave. W.  
**Toronto M6M 1V1**  
416-394-2436

*York Regional Health Unit*  
22 Prospect St.  
**Newmarket L3Y 3S9**  
416-895-4511

**LABORATORY SERVICES BRANCH**  
Box 9000, Terminal 'A'  
Resources Rd., Hwy. 401 & Islington Ave.  
Toronto M5W 1R5  
416-235-5952

**HEALTH 14**

The Laboratory Services Branch has **public health** laboratories throughout the province which perform tests to assist in diagnosis, prevention and treatment of **disease**. The branch serves doctors, hospitals, health units and other ministries, and analyzes **drinking water** for

the general public. For drinking water specimen mailing kits, call local public health laboratories, listed below.

The Laboratory Inspection Section (963-1032) **licenses** and inspects **medical** laboratories to ensure development and maintenance of high standards of medical laboratory services and to encourage the most economical use of available resources. Private and **hospital** laboratories are inspected, as necessary, and facts on all aspects of laboratory operations are gathered. The branch also issues licences to specimen collection centres.

*Public Health Laboratory*  
*Hamilton Psychiatric Hospital*  
250 Fennell Ave. W., Box 2100  
**Hamilton L8N 3R5**  
416-548-6630

*Public Health Laboratory*  
Government Bldg.  
181 Barrie St., Box 240  
**Kingston K7L 4V8**  
613-548-6630

*Public Health Laboratory*  
*London Psychiatric Hospital*  
850 Highbury Ave.  
Box 5704, Terminal 'A'  
**London N6A 4L6**  
519-455-9310

*Public Health Laboratory*  
750 Memorial Ave.  
Box 600  
**Orillia L3V 6K5**  
705-325-7449

*Public Health Laboratory*  
346 Moodie Dr.  
Box 6301, Station 'J'  
**Ottawa K2A 1S8**  
613-828-2442

*Public Health Laboratory*  
*Midwestern Regional Children's Centre*  
Box 700, Highway #23  
**Palmerston N0G 2P0**  
519-343-3102

*Public Health Laboratory*  
1341 Dobbin Ave., Box 265  
**Peterborough K9J 6Y8**  
705-743-6811

*Public Health Laboratory*  
160 McDougall St.  
Box 220  
**Sault Ste. Marie P6A 5L6**  
705-254-7132

*Public Health Laboratory*  
*Sudbury & District Health Unit*  
1300 Paris Cres.  
**Sudbury P3E 3A3**  
705-522-2640  
(Timmins Satellite)

*Public Health Laboratory*  
336 South Syndicate Ave.  
Box 1100, Station 'F'  
**Thunder Bay P7C 4X9**  
807-622-6449

*Public Health Laboratory*  
67 Wilson Ave.  
**Timmins P4N 2S5**  
705-264-9571

*Public Health Laboratory*  
*Central Laboratory*  
81 Resources Rd.  
Highway 401 & Islington Ave.  
Box 9000, Terminal 'A'  
**Toronto M5W 1R5**  
416-235-5952

*Public Health Laboratory*  
3400 Huron Church Rd.  
Box 1616  
**Windsor N9A 6S2**  
519-969-4341

**HEALTH PROMOTION BRANCH**  
700 Bay St., 14th Flr.  
Toronto M5G 1Z6  
416-965-9203

HEALTH 15

The Health Promotion Branch is responsible for the development and implementation of program and policy initiatives in the area of **health** promotion. Activities include providing information and consulting services; coordinating Ministry support of health promotion programs in the community; and developing and implementing province-wide projects and policies.

The **Health Promotion Grants Program**, which supports community-based health promotion projects, is currently administered by the branch. It will also be launching a major campaign to promote healthy lifestyles.

#### **ASSISTANT DEPUTY MINISTER-POLICY, PLANNING AND SYSTEMS**

**DISTRICT HEALTH COUNCIL PROGRAM**  
15 Overlea Blvd., 6th Flr.  
Toronto M4H 1A9  
416-963-0614

HEALTH 16

District Health Council Program coordinators develop and promote District Health Councils which serve as local **health** planning bodies, coordinating and consolidating health services and planning new programs for their areas. **Volunteers** representing a cross-section of the Ontario population are nominated to the councils at the local level and recommended for appointment by the Minister of Health. Six Area Planning Coordinators act as major Ministry contacts for health planning and coordination of Ministry plans and operations on an area basis. The following is a list of District Health Councils, organized by area and by county:

#### **CENTRAL EAST AREA**

*Durham Region District*  
40 King St. W., Ste. 300  
**Oshawa L1H 1A4**  
416-433-4262

*Haliburton, Kawartha and Pine Ridge District*  
P.O. Box 544  
**Peterborough K9J 6Z6**  
705-748-2992

*Metropolitan Toronto District*  
1246 Yonge St., 3rd Flr.  
**Toronto M4T 1W5**  
416-922-8820

*Peel District*  
10 Peel Centre Dr., 1st Flr.  
**Brampton L6T 4B9**  
416-791-7906



*Simcoe District*  
County Administration Bldg.  
**Midhurst L0L 1X0**  
705-726-9300

## CENTRAL WEST AREA

*Brant District*  
233 Colborne St., Ste. 401  
**Brantford N3T 2H4**  
519-756-1330

*Haldimand-Norfolk District*  
101 Nanticoke Creek Pkwy.  
Box 5081  
**Townsend N0A 1S0**  
519-587-2231

*Halton District*  
700 Dorval Dr., Ste. 503  
**Oakville L6K 3V3**  
416-842-2120

*Hamilton-Wentworth District*  
Patterson Bldg.  
Sanatorium Rd., 2nd Flr.  
Main Post Office, Box 2085  
**Hamilton L8N 3R5**  
416-389-1321

*Niagara District*  
1440 Pelham St. S.  
Box 1059  
**Fonthill L0S 1E0**  
416-892-5771

*Waterloo Region District*  
75 King St. S., Ste. 218  
Waterloo Square  
**Waterloo N2J 1P2**  
519-884-6390

*Wellington-Dufferin District*  
317 Speedvale Ave. E.  
**Guelph N1E 1N3**  
519-836-7440

## EASTERN AREA

*Eastern Ontario District Health Council*  
340 Pitt St.  
P.O. Box 1478  
**Cornwall K6H 5V5**  
613-933-9585

*Kingston, Frontenac and Lennox & Addington District*  
544 Princess St.  
**Kingston K7L 1C7**  
Mailing Address:  
P.O. Box 1690  
**Kingston K7L 5J6**  
613-549-5253

*Ottawa-Carleton Regional District*  
955 Green Valley Cr., Ste. 350  
**Ottawa K2C 3V4**  
613-523-6000

*Rideau Valley District*  
1 Abel St.  
Box 487  
**Smiths Falls K7A 4T4**  
613-283-6980

## NORTH EAST AREA

*Algoma District*  
123 March St., Ste. 405  
**Sault Ste. Marie P6A 2Z5**  
705-942-0200

*Cochrane District*  
119 Pine St. S., Ste. 310  
**Timmins P4N 2K3**  
705-264-9539

*Manitoulin-Sudbury District*  
160 Douglas St. W.  
**Sudbury P3E 1G1**  
705-675-5654

*Muskoka-Parry Sound Steering Committee*  
c/o Lorne Tudhope Insurance Brokers Ltd.  
24 William St.  
**Parry Sound P2V 1V1**  
705-746-9315

*Grey-Bruce District*  
945 3rd Ave. E., Ste. 5  
**Owen Sound N4K 2K8**  
519-376-6691

*Kent County District*  
75 Thames St.  
**Chatham N7L 1S4**  
519-351-1162

#### **NORTH WEST AREA**

*Kenora-Rainy River District*  
101 Main St. S.  
**Kenora P9N 1T1**  
807-468-5683

*Lambton District*  
265 N. Front St., Ste. 108  
**Sarnia N7T 7X1**  
519-337-5485

*Thunder Bay District*  
516 Victoria Ave. E., Ste. 8  
**Thunder Bay P7C 1A7**  
807-623-6131

*Thames Valley District*  
826 King St.  
**London N5W 2X6**  
519-679-9140

#### **SOUTH WEST AREA**

*Essex County District*  
76 University Ave. W., Ste. 207  
**Windsor N9A 5N7**  
519-256-4568

#### **INFORMATION AND SYSTEMS DIVISION**

##### **INFORMATION RESOURCES AND SERVICES**

**HEALTH 17**

##### **BRANCH**

15 Overlea Blvd., 2nd Flr.  
Toronto M4H 1A9  
416-965-9607

The branch is responsible, to all levels of the **health** care sector engaged in the planning and evaluation process, for the identification, interpretation and provision, in an aggregate form, of health and socio-economic information and **research**. Areas of research include health care utilization, health care payment systems, regional distribution of health care services, and health care **statistics** related to **hospitals** and other **medical** and health care institutions.

**MANAGEMENT SYSTEMS BRANCH**  
 15 Overlea Blvd., 2nd Flr.  
 Toronto M4H 1A9  
 416-965-8029

HEALTH 18

**INSURANCE SYSTEMS BRANCH**  
 Macdonald-Cartier Bldg., 5th Flr.  
 Kingston K7L 3J5  
 613-548-6486

The Management Systems and Insurance Systems Branches advise the Ministry and related agencies on all aspects of information and communications technology. **Systems development** consulting and data services are provided for a broad range of Ministry needs, including large mainframe-based systems, office technology and micro **computer-** based operations. The branches assist in acquiring related services of central agencies in government or in obtaining management and systems consulting services and computer products and services from outside suppliers. Responsibilities include identifying opportunities for systems improvement; coordinating the definition and management of systems development, utilizing security and confidentiality safeguards; and providing Ministry information and communications technology strategic plans.

The Management Systems Branch serves the Ministry as a whole, while the Insurance Systems Branch serves the Kingston area programs, specifically the Health Insurance Division (OHIP) and the Ontario Drug Benefit Program.

## **POLICY DEVELOPMENT AND RESEARCH DIVISION**

**POLICY DEVELOPMENT AND RESEARCH  
 DIVISION**  
 Hepburn Block, 8th Flr.  
 80 Grosvenor St.  
 Queen's Park, Toronto M7A 1R3  
 416-965-6246

HEALTH 19

The function of this division is to promote and provide support for corporate planning and policy development. This includes analyzing the **health** care system and its environment from a long-term perspective; developing and implementing health research strategy for the province; and establishing policy on health professional manpower and research **manpower**. The division also manages the health **research grants** program, and directs the **Clinical Education** and **Underserved Area** programs.

**UNDERSERVED AREA PROGRAM**  
 15 Overlea Blvd., 6th Flr.  
 Toronto M4H 1A9  
 416-963-1176

HEALTH 20

This program provides financial incentives to recruit **health** care professionals to practise in areas of the province designated as underserved. Incentives are offered to **physicians, dentists, physiotherapists, occupational therapists, speech pathologists, audiologists and chiropractors**.



Students attending a Canadian university may obtain **bursaries**, in the last two years, for a return of service upon graduation in the following fields: medical, dental, physiotherapy, **speech pathology**, **audiology**, occupational therapy and chiropody.

A mobile dental coach treatment program for elementary school children is provided for remote school communities, especially in Northern Ontario.

#### NORTHERN MEDICAL SPECIALIST INCENTIVE PROGRAM

HEALTH 21

15 Overlea Blvd., 6th Flr.  
Toronto M4H 1A9  
416-963-1176

The Northern Medical Specialist Incentive Program (NMSIP) was established in 1985 to provide **financial incentives** for approved **medical** specialists to locate in Thunder Bay, Sault Ste. Marie, Sudbury, Timmins and North Bay, and travel to smaller communities in each district. The program operates under the Ministry of Health Act.

#### FRENCH LANGUAGE HEALTH SERVICES

HEALTH 22

Hepburn Block, 7th Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1R3  
416-965-5519

French Language Health Services coordinates the provision of **French language services** to the Ministry of Health and the Franco- Ontarian public. Hospitals and health units receive financial assistance for translating documents intended for the Francophone population.

#### SERVICES EN FRANÇAIS

Le coordonnateur des services en français de ce ministère est responsable de la mise en oeuvre de la politique du gouvernement en matière de services en langue française (services aux Franco- Ontariens en langue française).

#### WOMEN'S HEALTH BUREAU

HEALTH 23

880 Bay St., 2nd Flr.  
Toronto M5S 1Z8  
416-965-0460

The Women's Health Bureau advises senior management on women's health issues; liaises with the Ontario Women's Directorate, professional associations, hospitals, health clinics and women's groups; and promotes women's health issues within the Ministry.

#### ASSISTANT DEPUTY MINISTER - INSTITUTIONAL HEALTH INSTITUTIONAL DIVISION

##### CORPORATE SUPPORT SERVICES

HEALTH 24

Hepburn Block, 10th Flr.  
80 Grosvenor St.  
Toronto M7A 1R3  
416-965-8443

The purpose of this service is to assess and participate in policy and program development for Institutional Health. The effectiveness of current and newly implemented policies and

programs is also evaluated. Some examples of the programs handled by this unit include: organ donation and exchange, the dental component of cleft lip and palate, in-vitro fertilization and sexual assault treatment centres, birthing centres, environmental hypersensitivity, employment equity for women employed in public hospitals, acquired brain damage, hospitals in the home, Jamaica twinning program and breast screening.

#### INSTITUTIONAL OPERATIONS BRANCH

HEALTH 25

15 Overlea Blvd., 7th Flr.

Toronto M4H 1A9

416-965-8161

The Institutional Operations Branch enables and assists public and private **hospitals**, adults' and children's outpatient **rehabilitation** centres, and the **Ontario Cancer Treatment and Research Foundation** to provide responsible and relevant programs and services consistent with Ministry policies, practices and standards. The **Alternate Payments Program** and **Chiropody Program** are also administered by branch staff.

#### CAPITAL PLANNING BRANCH

HEALTH 26

15 Overlea Blvd., 7th Flr.

Toronto M4H 1A9

416-965-8084

The Capital Planning Branch reviews and approves programs and plans for the **construction** and renovation of health care facilities, including active and chronic **hospitals**, crippled children's treatment centres, rehabilitation centres and nursing homes. Capital **grants** are administered to projects approved under the Public Hospitals Act.

The branch also provides consulting services and prepares design standards for the development of efficient and economical health care facilities. For hospital statistics, contact Information Resources and Services (965-8163).

The X-ray Inspection Service (7 Overlea Blvd., Toronto M4H 1A8, 963-1035) administers the regulation respecting X-ray safety for the healing arts. Responsibilities include registering owners of X-ray equipment used in the practice of medicine, approving plans for permanent locations, and performing inspections.

#### NURSING HOMES BRANCH

HEALTH 27

15 Overlea Blvd., 5th Flr.

Toronto M4H 1A9

416-963-1038

The Nursing Homes Branch inspects and issues **licences** to **nursing homes** in Ontario to ensure compliance with the Nursing Homes Act, 1972 and provision of care in accordance with residents' needs.

Inspections focus on quality and quantity of nursing and personal care provided, adequacy of fire and general **safety** equipment, sanitation and dietary services. The branch investigates all complaints received from the public pertaining to the care of residents and the operation of nursing homes. **Construction** plans for new nursing homes must be approved through the branch.

Most nursing home residents are eligible for Extended Health Care (EHC) benefits under the Ontario Health Insurance Plan (OHIP). For nursing home inspection, complaints, and a list of nursing homes in Ontario, contact head office or the regional offices, as listed.

*London Regional Office*  
295 Wolfe St., 1st Flr.  
**London N6B 2C4**  
519-434-1105

*Toronto Regional Office*  
56 Wellesley St. W., 15th Flr.  
**Toronto M5S 1C3**  
416-963-1041

*Ottawa Regional Office*  
10 Rideau St., Ste. 403  
**Ottawa K1N 9J1**  
613-566-2736

**ASSISTANT DEPUTY MINISTER-EMERGENCY AND SPECIAL HEALTH SERVICES**  
**DRUGS AND DEVICES DIVISION**

**DRUG PROGRAMS BRANCH**  
**DRUGS AND THERAPEUTICS ADVISORY SERVICE**  
7 Overlea Blvd., 6th Flr.  
Toronto M4H 1A8  
416-963-2175

HEALTH 28

The Drug Programs Branch advises the Ministry of Health, other provincial ministries, institutions, professional organizations, the pharmaceutical industry and the general public on matters relating to pharmaceuticals, therapeutics and the practice of **pharmacy**. Standards are set for the quality of **pharmaceuticals** in nursing homes, homes for the aged, hospitals and government institutions. The branch also provides secretariat functions to the Minister's advisory body, the Drug Quality and Therapeutics Committee (DQTC).

The Drugs and Therapeutics Advisory Service is responsible for the quality assessment of **drugs** listed in the Ontario **Drug Benefit** (ODB) Formulary and the Comparative Drug Index (CDI). The **Drug Benefit Formulary** publication identifies drug products designated as benefits and the amount which the ODB program will reimburse a pharmacy, under the authority of the Ontario Drug Benefit Act, 1986. The CDI identifies which brands of drugs may be interchanged under the Prescription Drug Cost Regulation Act, 1986.

**DRUG PROGRAMS BRANCH**  
**PHARMACEUTICAL SERVICES**  
P. O. Box 68  
Kingston K7L 5K1  
613-548-6572  
416-965-9451 (Toronto area callers)

HEALTH 29

Pharmaceutical Services is responsible for program delivery of **Ontario's Drug Benefit** (ODB) Plan. The section **publishes** and distributes the **Ontario Drug Benefit Formulary**, as well as the Comparative Drug Index (CDI), a schedule of 'interchangeable' drug products which is a prescribing guide for doctors and a dispensing aid for pharmacists. When ordered by an Ontario doctor or other authorized prescriber and dispensed in Ontario, **drugs** in the Formulary (and in exceptional circumstances those for which a special authorization has been obtained) are available at no charge to Drug Benefit recipients. The section processes claims and monitors billings from all Drug Benefit providers, and authorizes services under the plan. Pharmaceutical Services also acts in an advisory capacity for matters related to Ontario Drug Benefit, and serves as a liaison for **pharmaceu-**



tical services in nursing homes, homes for the aged and some hospitals and government institutions.

#### EXTENDED HEALTH CARE (ELIGIBILITY)

HEALTH 30

15 Overlea Blvd., 3rd Flr.  
Toronto M4H 1A9  
416-965-1506

Selected prescribed **drugs** are provided at no charge to: **senior citizens** (65 or older) who receive Old Age Security (OAS) or who have resided in Ontario for the past 12 months and are Canadian citizens or landed immigrants or on Ministerial Permits; and recipients of **Family Benefits Assistance (FBA)**, **General Welfare Assistance (GWA)**, and **Homes for Special Care** and Extended Health Care benefits. The numbered **Ontario Senior Citizens' Privilege Card** entitles eligible patients to drug benefits. Federal OAS pensioners automatically receive this card, although anyone over 65 who meets eligibility requirements may apply. Forms are available at some pharmacies, all OHIP district offices, or by writing: Ministry of Health, Drug Benefit, Box 78, Kingston K7L 5K2. FBA (including the **blind** and **disabled**), GWA and other recipients are issued monthly cards. To be eligible as benefits, drugs must, for reasons of quality and cost control, be listed in the Ontario **Drug Benefit Formulary**. In certain circumstances, non-Formulary drugs may be approved via special authorization to the prescriber. The drugs must also be prescribed by a **physician** or **dentist**, and obtained at a participating dispensary in Ontario.

A resident of Ontario who is insured under the Health Insurance Plan, and requires at least one and one-half hours of nursing and personal care in a **Nursing Home** or **Home for the Aged**, may qualify for Extended Health Care. Under this program, the resident contributes towards the per diem cost in a Nursing Home and the remainder is paid by the Province of Ontario. Forms may be obtained by contacting this office, local Nursing Homes or Homes for the Aged, or the Social Work Department in a General Hospital.

#### ASSISTIVE DEVICES BRANCH

HEALTH 31

15 Overlea Blvd., 4th Flr.  
Toronto M4H 1A9  
416-963-1956 (Toronto)  
1-800-268-6021 (Toll-free)  
1-800-268-6023 T.T.Y. - T.D.D. (Toll-free)

The **Assistive Devices Program (ADP)** pays up to 75 per cent of the cost of selected and prescribed specialized equipment and supplies, i.e. orthoses, prostheses, feeding devices, wheelchairs and related seating systems, mobility devices, incontinence and ostomy supplies, **communication** and hearing aids, low vision aids (excluding eyeglasses), and **respiratory** equipment and supplies for eligible people 23 years of age or younger. The program also supports 75% of the cost of prostheses, respiratory equipment, ostomy supplies and wheelchairs, seating and mobility devices for all eligible people.

Applicants must see a **physician** who will provide them with the appropriate forms and make referrals to therapists, audiologists, nurses and other **health** care professionals registered with the ADP. These professionals will produce assessments of applicants' needs for such equipment. The ADP then offers financial assistance for the purchase of approved equipment through direct payments to equipment vendors holding contracts with ADP or, in some cases, refunds at ADP prices to patients for equipment purchased from unregistered vendors.

**AMBULANCE SERVICES BRANCH****HEALTH 32**

7 Overlea Blvd., 7th Flr.  
 Toronto M4H 1A8  
 416-963-2640

The branch is responsible for the provision of ambulance services in Ontario. Activities include **licensing** private, municipal and hospital-based **ambulance** services; operating nine services staffed by Ministry of Health personnel; and coordinating air ambulance transfers through a central communications centre, listed below. Emergency ambulance service can be requested via the number listed in local telephone directories or by dialing '0' for operator and asking for Zenith 90000.

Six regional offices are located throughout the province. Staff provide a direct link with the head office in Toronto; coordinate the review and approval of funds allocated to each ambulance service; offer advice related to **disaster** planning and ambulance service training programs; evaluate ambulance vehicle and equipment needs within the region; liaise with all levels of municipal, provincial, and federal governments to ensure appropriate ambulance services; provide advice to ambulance service operators to ensure service consistent with legislated requirements; and handle public inquiries and **complaints** on the system. The regional offices are listed below.

75 Spring St.  
 P.O. Box 790  
**Almonte K0A 1A0**  
 613-256-3070

199 Larch St., 11th Flr.  
**Sudbury P3E 5P9**  
 705-675-4336

109 Bradford St.  
**Barrie L4N 3A9**  
 705-726-3541

435 South James St.  
**Thunder Bay P7E 6E3**  
 807-475-1290

Ontario Government Bldg.  
 119 King St. W.  
 Box 2112  
**Hamilton L8N 3Z9**  
 416-521-7148

Central Air Ambulance Communications  
 Centre  
 15 Overlea Blvd., 1st Flr.  
**Toronto M4H 1A9**  
 416-963-1150  
 705-726-8103 Duty Officer access

205 York St., 2nd Flr.  
**London N6A 1B4**  
 519-679-4600

**ASSISTANT DEPUTY MINISTER - MENTAL HEALTH****ASSISTANT DEPUTY MINISTER - MENTAL HEALTH****HEALTH 33**

Hepburn Block, 8th Flr.  
 80 Grosvenor St.  
 Queen's Park, Toronto M7A 1R3  
 416-965-6234

The Assistant Deputy Minister's office provides a focus for the planning and operation of **mental health** services throughout the province. The office is responsible for the programs

of ten provincial **psychiatric hospitals**, community mental health programs, addictions services and policy development for the psychiatric units of general hospitals.

#### MENTAL HEALTH OPERATIONS BRANCH

HEALTH 34

Hepburn Block, 8th Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1R3  
416-965-6236

The Mental Health Operations Branch is responsible for the administration of the province's ten **psychiatric hospitals**, with a total bed capacity of approximately 4,600, legislated under the Ontario Mental Health Act and the Mental Hospital Act. The hospitals provide a range of adult psychiatric services, including acute care, rehabilitation, long-term care and psychogeriatrics. The psychiatric hospitals are listed below:

*Brockville Psychiatric Hospital*  
P.O. Box 1050  
**Brockville K6V 5W7**  
613-345-1461

*Hamilton Psychiatric Hospital*  
P.O. Box 585  
**Hamilton L9C 3N6**  
416-388-2511

*Kingston Psychiatric Hospital*  
P.O. Box 603  
**Kingston K17 4X3**  
613-546-1101

*London Psychiatric Hospital*  
850 Highbury Ave.  
P.O. Box 2532  
**London N6A 4H1**  
519-455-5110

*North Bay Psychiatric Hospital*  
P.O. Box 3010  
**North Bay P1B 8L1**  
705-474-1200

*Mental Health Centre Penetanguishene*  
P.O. Box 698  
**Penetanguishene L0K 1P0**  
705-549-3181

*St. Thomas Psychiatric Hospital*  
P.O. Box 2004  
**St. Thomas N5P 3V9**  
519-631-8510

*Lakehead Psychiatric Hospital*  
P.O. Box 2930  
**Thunder Bay P7B 5J8**  
807-344-3571

*Queen St. Mental Health Centre*  
1001 Queen St. W.  
**Toronto M6J 1H4**  
416-535-8501

*Whitby Psychiatric Hospital*  
P.O. Box 613  
**Whitby L1N 5S9**  
416-668-5881

#### MENTAL HEALTH PLANNING BRANCH

HEALTH 35

Hepburn Block, 8th Flr.  
80 Grosvenor St.  
Queen's Park Toronto M7A 1R3  
416-965-3244

The Mental Health Planning Branch conducts program and policy planning and analysis, and makes recommendations that impact on the future direction of the **mental health** care delivery system. The branch identifies **research** needs; consults with the Mental Health



Operations Branch, Community Mental Health Branch, other Ministry program areas and external groups; and devises programs and policies for effective mental health care in the province.

#### COMMUNITY MENTAL HEALTH BRANCH

HEALTH 36

Hepburn Block, 8th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1R3

416-963-2757

The Community Mental Health Branch administers the **Homes for Special Care** Program by inspecting and licensing nursing homes and residential home care facilities for former patients of Ontario psychiatric hospitals. The branch also operates the **Community Mental Health Program/Addictions Services Program** which funds a range of hospital and community-based mental health/addictions services, including out-patient and day care treatment programs, supportive housing, vocational training and detoxification.

#### ASSISTANT DEPUTY MINISTER

#### ADMINISTRATION, FINANCE AND HEALTH INSURANCE

#### HEALTH INSURANCE DIVISION (OHIP)

#### GENERAL MANAGER'S OFFICE

HEALTH 37

Macdonald-Cartier Bldg.

49 Place D'Armes, P. O. Box 48

Kingston K7L 5J3

613-548-6800

The General Manager is responsible for all programs under this division. The programs are covered under the **Health Insurance Act** and administered through the Membership Programs Branch, the Professional Services Branch and the Program Services Branch. In addition, the General Manager supervises several units within the Ontario Health Insurance Plan (OHIP) which deal with divisional finances, planning, and program and systems development.

Reporting directly to the General Manager, OHIP'S nine district and eleven information offices are responsible for processing claims under the Ontario Health Insurance Plan (OHIP); answering questions about enrolment in OHIP, premium payments, **medical** and **hospital** claims; and providing technical support to physicians and practitioners. Each district office has a fully equipped drop-in centre to demonstrate how claims can be submitted and payments reconciled using a computer.

Direct inquiries to the nearest OHIP office, as listed below. In the Metropolitan Toronto area, inquiries received from North York or Etobicoke should be referred to the Mississauga District Office, and Scarborough inquiries should be referred to the Oshawa District Office.

#### *Barrie Information Office*

30 Poyntz St.

Barrie L4M 3P2

705-726-0326

If long distance dial

1-800-461-7597

#### *Hamilton District Office*

119 King St. W.

Hamilton L8P 4T9

416-521-7100

For toll-free number check the

blue pages of telephone directory

*Kenora Information Office*

100 Main St. S.

**Kenora P9N 1S9**

807-468-9554

West of Ignace ask operator  
for Zenith 69100*Kingston District Office*

1055 Princess St.

**Kingston K7L 5T3**

613-546-3811

If long distance dial

1-800-267-0933

*Kingston Information Office*

Macdonald-Cartier Bldg.

49 Place d'Armes

**Kingston K7L 5J3**

613-548-7878

If long distance dial

1-800-267-0933

*Kitchener Information Office*

235 King St. E.

**Kitchener N2G 4N5**

519-745-8421

If long distance dial

1-800-265-2385

*London District Office*

227 Queen's Ave.

**London N6A 1J8**

519-433-4561

If long distance dial

1-800-265-4703

*Mississauga District Office*

201 City Centre Dr.

**Mississauga L5B 2T4**

416-275-2730

If long distance ask operator

for Zenith 96420

*Oshawa District Office*

Executive Tower

419 King St. W.

**Oshawa L1J 7J2**

416-434-3700

If long distance dial

1-800-263-3814

*Ottawa District Office*

75 Albert St.

**Ottawa K1P 5Y9**

613-566-2740

If long distance dial

1-800-267-1912

*Owen Sound Information Office*

1043A Second Ave. E.

**Owen Sound N4K 2H8**

519-376-6447

If long distance dial

1-800-265-3190

*Peterborough Information Office*

139 George St. N.

**Peterborough K9J 3G6**

705-743-2140

If long distance ask operator

for Zenith 96420

*Sarnia Information Office*

452 Christina St. N.

**Sarnia N7T 5W4**

519-337-2348

If long distance dial

1-800-265-1453

*Sault Ste. Marie Information Office*

205 McNabb St., 2nd Flr.

**Sault Ste. Marie P6B 1Y3**

705-759-8598

If long distance dial

1-800-461-2215

*St. Catharines Information Office*

59 Church St., 3rd Flr.

**St. Catharines L2R 3C3**

416-682-6658

If long distance dial

1-800-263-4973

*Sudbury District Office*

199 Larch St., 8th Flr.

**Sudbury P3E 5R1**

705-675-4261

If long distance dial

1-800-461-4006

*Thunder Bay District Office*

435 James St. S.

**Thunder Bay P7E 6E3**

807-475-1351

Ignace & East ask operator  
for Zenith 96420

*Toronto District Office*

2195 Yonge St.

**Toronto M4S 2B2**

416-482-1111

*Windsor Information Office*

1427 Ouellette Ave.

**Windsor N8X 1K1**

519-258-7560

If long distance dial

1-800-265-4840

*Timmins Information Office*

38 Pine St. N.

**Timmins P4N 6K6**

705-264-5388

If long distance ask operator  
for Zenith 96420

**SPECIAL SERVICES UNIT (OHIP)**

7 Overlea Blvd., 1st Flr.

**Toronto M4H 1A8**

416-965-1000

**HEALTH 38**

This unit responds to enquiries from the public, members of the provincial legislature and officials from other levels of government, concerning the Ontario Health Insurance Plan (OHIP).

**MEMBERSHIP PROGRAMS BRANCH**

Macdonald-Cartier Bldg.

49 Place d'Armes

P. O. Box 48

**Kingston K7L 5J3**

613-548-6262

**HEALTH 39**

The Membership Programs Branch ensures that the Ontario Health Insurance Plan (OHIP) and other selected Ministry programs serve the needs of all clients, including Northern Ontario residents, employer groups, labour, hospitals and individuals. The branch designs, implements and monitors policies relating to the enrolment of Ontario residents in OHIP; administers the Northern Health Travel Grant and the Malpractice Insurance Premium Reimbursement Program, described separately; and coordinates OHIP enrolment processing functions at the Kingston head office.

Changes to the Health Insurance Act and Regulations are recommended by the branch. It designs specific programs to accommodate special needs (i.e. premium assistance, temporary assistance, premium exemption for resident **senior citizens** over 65 years of age and their spouses and dependents), as well as premium collection programs. By liaising with the federal government and provincial ministries on matters of mutual concern, such as **immigrants, refugees, foreign students** and organized labour, the branch ensures the availability of **health insurance** coverage and prevents abuse of the system. Operating



systems are reviewed to produce manuals. The branch also identifies and specifies training needs in order to minimize problems with client requests by telephone, in writing or in person. For information, contact OHIP offices listed under the General Manager's entry and in Bell Canada phone books' blue pages of government listings and white pages, under 'O'.

MEMBERSHIP PROGRAMS BRANCH  
NORTHERN HEALTH TRAVEL GRANT UNIT  
P.O. Box 1292  
Kingston K7L 4Y8  
Toll-free 1-800-267-9450

HEALTH 40

The unit is responsible for administering the **Northern Health Travel Grant Program**. This program helps pay **transportation** costs for Northern Ontario residents who must travel a one-way distance of 250 kilometres or more within Northern Ontario or to Manitoba, or 300 kilometres or more elsewhere in Ontario for medically necessary specialist services. To obtain program details, call the toll-free number listed above.

MEMBERSHIP PROGRAMS BRANCH  
MALPRACTICE INSURANCE PREMIUM  
REIMBURSEMENT  
P.O. Box 1292  
Kingston K7L 4Y8  
613-548-6666

HEALTH 41

This program is responsible for the reimbursement of physicians and practitioners for malpractice **insurance** premiums, as negotiated between the Ministry and each professional association. For general information, contact any OHIP district office, listed under the General Manager's Office entry. Specific enquiries concerning reimbursements may be referred directly to the above office.

PROGRAM SERVICES BRANCH  
Macdonald-Cartier Bldg.  
49 Place d'Armes, P. O. Box 48  
Kingston K7L 5J3  
613-548-6273

HEALTH 42

The Program Services Branch provides support services for the Ontario Health Insurance Plan (OHIP) in the areas of finance and administration, use of divisional operating systems, systems development and office automation, and security.

The branch also supports the functional linkage between OHIP'S district offices and head office for customer, claims, technical, financial and administrative services, as well as training co-ordination.

PROFESSIONAL SERVICES BRANCH  
Macdonald-Cartier Bldg.  
49 Place d'Armes, P. O. Box 48  
Kingston K7L 5J3  
613-548-6555  
416-965-2181 (Toronto)

HEALTH 43

The Professional Services Branch adjudicates professionals' claims under the Ontario Health Insurance Plan (**OHIP**). This function includes the provision of specialized and

consultative services for claims submitted by practitioners whose services are paid by OHIP. The branch communicates with professional organizations and licensing bodies, including **physicians, dentists, optometrists, chiropractors, osteopaths, chiropodists, and physiotherapists**, and maintains a registry of all providers that bill OHIP for **health services**. Additional responsibilities include establishing **medical policy** for OHIP, and verifying that professionals' claims involve insured services, performed in accordance with accepted professional standards and practices. Complaints, with details and OHIP number, can be directed to this branch. For inquiries on payment of claims, contact OHIP district offices listed under the General Manager's Office entry.

## FINANCE AND ADMINISTRATION DIVISION

### FINANCE AND ACCOUNTING BRANCH

HEALTH 44

7 Overlea Blvd., 5th Flr.

Toronto M4H 1A8

416-963-0937

The Finance and Accounting Branch provides leadership in the development of financial recording and reporting standards, establishes the Ministry's financial and accounting policies, and provides financial information to management. The branch also maintains liaison with the Office of the Treasury, the Provincial Auditor, and other government ministries and agencies.

The Insurance Accounting Section (Macdonald-Cartier Bldg., 3rd Flr., 49 Place d'Armes, Kingston K7L 5J3, 613-548-6547) processes premiums (416-965-8342) and refunds for the Ontario Health Insurance Plan (OHIP), and operates payment systems encompassing professionals and subscribers for care provided under the Health Insurance Act, the **Ontario Drug Benefit (ODB) Program**, the **Assistive Devices Program (ADP)**, the Northern Health Travel Grant, the inter-provincial Reciprocal Billing Agreement, and the Alternate Payment Program. This section also administers program eligibility for the registration of eligible participants (via the **Ontario Senior Citizen Privilege Card**), and handles eligibility enquiries (416-965-9337).

The Corporate Accounting Section (15 Overlea Blvd., 3rd Flr., Toronto M4H 1A9, 416-965-3993) provides a controllership function for all Ministry organizational units. This function includes: payments for suppliers' goods and services, payroll and expense account services, management of the Ministry's Financial Information System, payments for hospitals and related facilities, and payments to nursing homes and residential homes under the **Homes For Special Care (HSC)** and **Extended Health Care (EHC)** Programs. This section also administers the eligibility process for **nursing home** applicants, under the EHC Program, and handles eligibility enquiries (416-965- 1506).

### FISCAL RESOURCES BRANCH

HEALTH 45

Hepburn Block, 9th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 2C6

416-965-5415

The Fiscal Resources Branch coordinates preparation of the Ministry's estimates and submissions to Management Board, management by results and financial reports. Responsibilities include supervising budgetary control, providing financial and management consulting, and offering program evaluation services to assist Ministry program managers. The branch also administers Ministry funds allocation, manages the flow of

cash to agencies and facilities funded by the Ministry, and provides detailed monitoring and forecasting of expenditures.

#### SUPPLY AND SERVICES BRANCH

HEALTH 46

15 Overlea Blvd., 4th Flr.

Toronto M4H 1A9

416-963-1070

The Supply and Services Branch provides the Ministry with a wide range of supply and administrative services, including: purchasing (631-7100); assets management (631-7100); reproduction and stationery (963-1018); Ontario **Government Pharmaceutical and Medical Supply** (631-7100); facilities management (963-1025); insurance and claims administration (963-1065); vehicle licensing and parking administration (963-1065); mail and messenger services (965-8288); corporate information resource centre (965-5071); information analysis and development (965-8242); **library** and information services (965-7881); **microrecording** (965-8242); and the **Ministry reading room** (965-7881) which allows public access to Ministry publications, statutes, most manuals and internal procedures.

The branch also supervises a regional administrative and support services program in Kingston (613-548-6515) which provides a similar range of services to the Health Insurance Division (OHIP) head office program. Customer service inquiries regarding branch services should be directed to the Manager, Administrative Services (963-1073).

#### FREEDOM OF INFORMATION OFFICE

HEALTH 47

7 Overlea Blvd., 1st Flr.

Toronto M4H 1A8

416-965-3550

The Freedom of Information Office (FOI) co-ordinates the implementation of Bill 34, the Freedom of Information and Protection of Individual Privacy Act, within the Ministry of Health. The unit develops policies and procedures, and offers an educational program to assist Ministry staff in responding to requests for information. Customer service is an important aspect of the FOI function, since the office processes information applications, reviews severance procedures, offers advice and assistance concerning procedures to program area co-ordinators, and establishes and collects fees in accordance with the Act. Ministry preparations for appeals are coordinated with the Legal Services Branch and program areas.

FOI liaises with the Office of the Commissioner of Information and Privacy and other Ministry staff to ensure that practices for the collection of personal information comply with the Act. The unit also co-ordinates the review of existing **legislation** and regulations, identifies conflicts with the Act, and provides recommendations to management. An annual report is submitted to the Minister responsible for the Act and to the Commissioner.

#### HEALTH BOARDS SECRETARIAT

HEALTH 48

Hepburn Block, Rm. SW-1175

80 Grosvenor St.

Queen's Park, Toronto M7A 1R3

416-965-7285

The Health Boards Secretariat provides administrative support to a number of **health** care appeal and review boards established under Ministry legislation.



The **Health Disciplines Board** handles appeals of decisions by the self-governing colleges of physicians, dentists, optometrists, pharmacists and nurses concerning provision of service and registration of members. The **Denture Therapists Appeal Board** reviews complaints about registration of denture therapists. Decisions made by the General Manager, Ontario Health Insurance Plan (OHIP) concerning billing practices of physicians, chiropractors, dentists and optometrists, and payment of subscribers' claims, are appealed through the **Health Services Appeal Board**. The **Health Facilities Appeal Board**, **Nursing Homes Review Board**, and **Laboratory Review Board** deal with appeals respecting licences. Appeals of Orders concerning unfit premises and suspension of pupils for non-compliance with the **Immunization of School Pupils Act** are heard by the **Health Protection Appeal Board**. The **Hospital Appeal Board** handles complaints about appointments to hospitals' medical staff; the **Funeral Services Review Board** reviews decisions on licensing of funeral directors and establishments; and the Review Boards under the **Mental Health Act** hear matters concerning the hospitalization and treatment of involuntary psychiatric patients. Under the **Criminal Code of Canada**, the **Lieutenant Governor's Board of Review** studies the case of every person detained under a Lieutenant Governor's warrant (i.e., found guilty or unfit to stand trial by reason of insanity) within 6 months of initiation of the warrant and annually thereafter.

**AUDIT BRANCH**

HEALTH 49

7 Overlea Blvd., 2nd Flr.  
Toronto M4H 1A8  
416-965-4338

This branch is responsible for the Ministry's audit functions, which include reviewing and appraising the accounting, financial and operating controls of internal offices and Ministry-funded agencies.

**HUMAN RESOURCES BRANCH**

HEALTH 50

Hepburn Block, 11th Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1R3  
416-965-5077

The Human Resources Branch works mainly in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. The branch establishes Ministry personnel policies and procedures, determines appropriate classification and compensation levels for all Ministry employees, recruits staff, counsels employees, investigates employee grievances, coordinates the Ministry's youth employment program, and maintains personnel and employee benefit records. Liaison is provided between the Ministry, the Human Resources Secretariat and the Ontario Public Service Employees Union (OPSEU). To improve service to the public and client groups, the branch coordinates Ministry programs in human resources planning and development, attendance improvement and customer service, and functions as a staff development resource for the health sector. Regional offices, listed below, provide personnel services to Ministry employees in their geographic locations.

P.O. Box 1050  
Brockville K6V 5W7  
613-345-1461

100 West 5th St.  
Hamilton L9C 3N6  
416-388-2511

752 King St. W.  
**Kingston K7L 4X3**  
 613-546-1101

Box 48 (OHIP)  
 49 Place d'Armes  
**Kingston K7L 5J3**  
 613-548-6271

850 Highbury Ave.  
**London N6A 4H1**  
 519-455-5110

Box 3010  
**North Bay P1B 8L1**  
 705-474-1200

Church St.  
**Penetanguishene L0K 1P0**  
 705-549-3181

Box 2004  
**St. Thomas N5P 3V9**  
 519-631-8510

580 Algoma St. N.  
 Box 2930  
**Thunder Bay P7B 5G4**  
 807-344-3571

**EMPLOYMENT EQUITY PROGRAM**  
 15 Overlea Blvd., 6th Flr.  
 Toronto M4H 1A9  
 416-963-0207

The Employment Equity Program's objective is to improve the status of the Ministry's female employees, with the ultimate goal of ensuring equal opportunity for women in the Ontario Government.

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Health are listed below. Contact the communications and information branch for unlisted agencies.

1001 Queen St. W.  
**Toronto M6J 1H4**  
 416-535-8501

Queen's Park Unit  
 11th Flr., Hepburn Block  
**Toronto M7A 1S5**  
 416-965-5041

Overlea Unit  
 6th Flr., 15 Overlea Blvd.  
**Toronto M4H 1A8**  
 416-965-2025

Islington Satellite Unit  
 Resources Rd.  
**Toronto M5W 1R5**  
 416-235-5939

Box 613  
**Whitby L1N 5S9**  
 416-668-5881

HEALTH 51

**ADDICTION RESEARCH FOUNDATION****HEALTH 52**

33 Russell St.  
 Toronto M5S 2S1  
 416-595-6000

The Addiction Research Foundation (ARF) conducts **research** and demonstration treatment, provides educational and consultative services, and publishes material in the field of **alcohol and drug** addiction. Information is available about various social services for people concerned with psychoactive drugs, including alcohol. The Foundation's **library** (595-6144), which is open to the public, has an extensive collection of research reports, books and **audio-visual** material. Inpatient and outpatient treatment for alcoholics and drug addicts and abusers is available through the Clinical Institute (595- 6021), a 63-bed research and teaching hospital affiliated with the University of Toronto. Regional ARF offices assist communities in the development of preventive and treatment services.

The Foundation's Drug and Alcohol Information Line includes a series of factual, scientific telephone messages on alcohol and drug -related topics. Available in English and French, the tape service operates from 9:00 a.m. to 9:00 p.m. daily (1-800-387-2916 or 595-6111 in Toronto). Most pamphlets and some video cassettes are also produced in the French language.

**CLARKE INSTITUTE OF PSYCHIATRY****HEALTH 53**

250 College St.  
 Toronto M5T 1R8  
 416-979-6853

The Clarke Institute of Psychiatry operates under the authority of the Ontario Mental Health Foundation Act. The objective of the Institute is to maintain, manage and operate a hospital with facilities for **psychiatric research, education, diagnosis and treatment**.

In-hospital service for adults, and treatment on a day or out- patient basis for both adults and children are provided by the Institute. As a teaching hospital (University of Toronto), it offers courses for social workers and mental health professionals in the community.

**ONTARIO CANCER TREATMENT AND RESEARCH FOUNDATION****HEALTH 54**

7 Overlea Blvd., 2nd Flr.  
 Toronto M4H 1A8  
 416-423-4240

The Ontario Cancer Treatment and Research Foundation supports programs for diagnosis, treatment and **research** of cancer. Affiliated with the Ontario Cancer Institute (incorporating the Princess Margaret Hospital) in Toronto, the Foundation operates eight regional cancer treatment centres (associated with hospitals) and 17 consultative and follow-up clinics. Five lodges accommodate out-of- town ambulatory patients receiving treatment. The Foundation also funds services and rehabilitation programs, including speech therapy, prosthetic devices, the colostomy patients' program, transportation of patients travelling over 25 miles, and chemotherapeutic drugs for needy Ontario patients. Support is offered to **medical, paramedical and scientific** personnel for undergraduate and postgraduate study in oncology. In addition, the Foundation supports career scientists and laboratory and clinical cancer investigation, and awards research associateships. The Statistical Section promotes adequate reporting of cancer cases and compiles **statistical** data. The



**Cancer Information Service** in Hamilton (1-800-263-6718) serves as a resource centre for health professionals, researchers and students.

Regional Cancer Centres are listed below.

*Hamilton Regional Cancer Centre*  
711 Concession St.  
**Hamilton L8V 1C3**  
416-387-9495

*Kingston Regional Cancer Centre*  
King St. W.  
**Kingston K7L 2V7**  
613-544-2630

*London Regional Cancer Centre*  
391 South St.  
**London N6A 4G5**  
519-679-9890

*Ottawa Regional Cancer Centre*  
190 Melrose Ave.  
**Ottawa K1Y 4K7**  
613-725-6300

*Ottawa Regional Cancer Centre*  
501 Smyth Rd.  
**Ottawa K1G 8L6**  
613-737-8715

*Northeastern Ontario Oncology Program*  
41 Ramsey Lake Rd.  
**Sudbury P3E 5J1**  
705-522-2200

*Thunder Bay Regional Cancer Centre*  
290 Munro St.  
**Thunder Bay P7A 7T1**  
807-345-1425

*Toronto Bayview Regional Cancer Centre*  
2075 Bayview Ave.  
**Toronto M4N 3M5**  
416-488-5801

*Windsor Regional Cancer Centre*  
2220 Kildare Rd.  
**Windsor N8W 2X3**  
519-253-5253

**HEALING ARTS RADIATION  
PROTECTION COMMISSION**  
7 Overlea Blvd., 6th Flr.  
Toronto M4H 1A8  
416-963-1030

**HEALTH 55**

The Healing Arts Radiation Protection (HARP) Commission ensures that Ontario residents' exposure to radiation from medical X-ray sources is as low as possible, consistent with the production of high quality diagnostic images.

Established under the provisions of the **HARP Act**, the Commission advises the Minister of Health on matters relating to **X-ray safety**, and approves training courses for all personnel involved in the use of medical X-rays. Six Advisory Committees representing the disciplines of chiropractic medicine, dentistry, medical radiology, physics, podiatry and radiological technology assist the Commission in developing regulations and guidelines to ensure the safe use of X-rays.

Activities, as well as information on the creation of the Commission and its Advisory Committees, are detailed in the Commission's Annual Report.

## ONTARIO MENTAL HEALTH FOUNDATION

HEALTH 56

365 Bloor St. E., Ste. 1708  
 Toronto M4W 3L4  
 416-920-7721

The Ontario Mental Health Foundation provides **grants for mental health research**. The Foundation also supports specific projects, doctoral and postdoctoral students, and postgraduate independent research.

## CHAPLAINCY SERVICES

HEALTH 57

700 Bay St., Room 216  
 Toronto M5G 1Z6  
 416-965-3733

The Ministry of Community and Social Services acts as the lead ministry in coordinating all chaplaincy services within the Ontario Government. For information, see the Chaplaincy Services entry under the Ministry of Community and Social Services.

## ACTS

## ACTS

HEALTH 58

The Ministry of Health is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Alcoholism and Drug Addiction Research Foundation Act

Ambulance Act

Cancer Act

Cancer Remedies Act

Chiropody Act

Community Psychiatric Hospitals Act

Dental Technicians Act

Denture Therapists Act

Drugless Practitioners Act

Fluoridation Act

Funeral Services Act

Healing Arts Radiation Protection Act

Health Care Accessibility Act, 1986

Health Disciplines Act

Health Facilities Special Orders Act, 1983

Health Insurance Act

Health Protection and Promotion Act, 1983

Homes for Special Care Act

Hypnosis Act

Immunization of School Pupils Act, 1982

Laboratory and Specimen Collection Centre Licencing Act

Mental Health Act

Mental Hospitals Act

Ministry of Health Act

Municipal Health Services Act

Nursing Homes Act  
Ontario Drug Benefit Act, 1986  
Ontario Mental Health Foundation Act  
Ophthalmic Dispensers Act  
Prescription Drug Cost Regulation Act, 1986  
Private Hospitals Act  
Private Sanitaria Act  
Psychologists Registration Act  
Public Hospitals Act  
Radiological Technicians Act  
War Veterans Burial Act



## MINISTRY OF HOUSING

777 Bay St., 10th Flr.  
Toronto M5G 2E5

The Ministry of Housing is responsible for strategies to help meet the need for affordable rental housing. While encouraging the conservation of existing accommodation, the Ministry provides rent-geared-to-income housing for qualified low and moderate-income households through Ontario Housing Corporation, and helps support municipal, private and cooperative non-profit housing.

The Ministry also administers rent review legislation; helps ensure that all structures in Ontario are built safely and efficiently by developing and maintaining the Ontario Building and Plumbing Codes; and is responsible for strategies to strengthen Ontario's building industry through the Building Industry Strategy Board.

### DEPUTY MINISTER'S OFFICE

#### COMMUNICATIONS AND INFORMATION SERVICES BRANCH

HOUSING 1

777 Bay St., 17th Flr.  
Toronto M5G 2E5  
416-585-7025  
Customer Assistance: 416-585-7041

The Communications and Information Services Branch provides assistance to both the Ministry of Housing and the Ministry of Municipal Affairs by acting as a communications and marketing consultant.

#### INTERNATIONAL YEAR OF SHELTER FOR THE HOMELESS SECRETARIAT

HOUSING 2

56 Wellesley St. W., 16th Flr.  
Toronto M7A 2B7  
416-963-2043

The Ministry of Housing is coordinating Ontario's contribution to the United Nation's International Year of Shelter for the Homeless, 1987. Its main objectives are to: search for solutions to the causes and effects of homelessness; strive for greater effectiveness in the provision of shelter and support initiatives for the homeless, and increase public awareness and understanding of issues related to homelessness.

Ontario's IYSH Secretariat provides administrative and research support to the Minister's Advisory Committee on IYSH, coordinates the participation of Ontario ministries, and reviews ways for the province to work with the federal government and other provinces and countries in seeking answers to housing problems.

The Advisory Committee is made up of private citizens familiar with issues affecting the homeless and the hard-to-house in Ontario. This committee will be presenting the minister with recommendations for alleviating homelessness in the province. The IYSH program ends June 30, 1988. For information after this date, contact Terry Fagan at 416-585-6447.

## CORPORATE RESOURCES MANAGEMENT

### CORPORATE POLICY AND PLANNING BRANCH

HOUSING 3

777 Bay St., 10th Flr.  
Toronto M5G 2E5  
416-585-6800

The Corporate Policy and Planning Branch is responsible for coordinating the allocation of resources, the development of the Ministry's strategic plan, and the design of management processes and policy analysis issues from a corporate or Ministry viewpoint. Branch responsibilities are divided between two sections.

The Resources Planning Section (585-7017) manages the Ministry's financial resource allocation, estimates and managing-by-results processes, and ensures effective, ongoing liaison and communications with Cabinet and its Committees.

The Policy and Research Section (585-7042) provides corporate policy advice, strategic planning, corporate policy coordination, analysis and development, and research and statistical support capability.

### MANAGEMENT SERVICES BRANCH

HOUSING 4

777 Bay St., 3rd Flr.  
Toronto M5G 2E5  
416-585-6830

The Management Services Branch provides management consulting, **systems development** and information technology-related services to the Ministry of Housing, its agencies and the Ministry of Municipal Affairs. End-users receive office automation technical support and education. The branch is responsible for the definition, development and documentation of ministries' computerized information systems. It liaises with the Ministry of Government Services' Computer and Telecommunication Services Division, and represents the ministries at the Ontario Systems Council. For government systems development policy, see Management Board of Cabinet, Information Technology Division.

### FINANCIAL SERVICES BRANCH

HOUSING 5

777 Bay St., 3rd Flr.  
Toronto M5G 2E5  
416-585-6577

The Financial Services Branch provides financial management and accounting services to all Ministry of Housing and Ministry of Municipal Affairs programs. These services include accounts payable, receipt of revenue, formulation of policies and procedures relating to financial control, and preparation of annual estimates and public accounts.

The branch coordinates housing-related, cost-sharing arrangements with the federal government, and provides accounting and banking services to 6 Regional Housing Programs offices and 58 **housing authorities** across the province.

Financial liaison with the Provincial Auditor and the Ministry of Treasury and Economics is also provided by the branch.

**LEGAL BRANCH**

777 Bay St., 16th Flr.  
Toronto M5G 2E5  
416-585-6703

**HOUSING 6**

The Legal Branch provides legal services to the Ministry of Housing and its agencies, boards and commissions. These services relate to housing, building development, rent review, purchase and sale of land, mortgages, Ministry operations and interpretation of statutes, regulations and proposed legislation. The section serving the Metropolitan Toronto Housing Authority is located at 1320 Yonge St., 2nd Flr., Toronto M4T 2W4, 416-928-4938.

**HUMAN RESOURCES BRANCH**

777 Bay St., 3rd Flr.  
Toronto M5G 2E5  
416-585-6003

**HOUSING 7**

The Human Resources Branch performs personnel functions for the Ministry of Housing and the Ministry of Municipal Affairs. The Metropolitan Toronto Housing Authority handles its own personnel functions (928-4914). The branch works mainly in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. It is responsible for the formulation of Ministry personnel policies and procedures, manpower planning, staff development, establishment of appropriate classification and compensation levels for all Ministry employees, staff recruitment, employee counselling, investigation of employee grievances, and all matters affecting working conditions and performance. The branch maintains the ministries' personnel, payroll and employee benefit records. It also provides liaison between the ministries and the Civil Service Commission, Human Resources Secretariat, Management Board of Cabinet, and Ontario Public Service Employees Union (OPSEU). The branch offers a complete staff relations service to the Ontario Housing Corporation and its local Housing Authorities in dealing with the Canadian Union of Public Employees (CUPE) and OPSEU.

**OPERATIONS REVIEW AND AUDIT BRANCH**

777 Bay St., 17th Flr.  
Toronto M5G 2E5  
416-585-6550

**HOUSING 8**

The Operations Review and Audit Branch is responsible for the internal audit function in the Ministries of Housing and Municipal Affairs. The branch performs financial audits and operations reviews to assess the adequacy of financial and management controls.

**EMPLOYMENT EQUITY PROGRAM**

777 Bay St., 16th Flr.  
Toronto M5G 2E5  
416-585-6718

**HOUSING 9**

The Employment Equity Program Office plans, develops and coordinates programs within the Ministry of Housing, the Ministry of Municipal Affairs, and the local housing authorities to improve the employment status of women, visible minorities, disabled persons, Native peoples and francophones.



## FACILITIES AND SERVICES

HOUSING 10

777 Bay St., 3rd Flr.  
 Toronto M5G 2E5  
 416-585-7232

The branch supplies the Ministry of Housing, the Ministry of Municipal Affairs and their agencies with **administrative services**, including supply management, **records management**, forms design and control manuals management, purchasing of goods and services, printing, duplicating, mail and transportation services, word processing services, and assets management. Liaison is provided with the Ministry of Government Services to coordinate common services such as telephones, acquisition and design of office accommodation, and purchase of commonly used supplies. The branch is responsible for the Ministry of Housing and the Ministry of Municipal Affairs **library**, located at 777 Bay St., 2nd Flr. The library operates a **reading room** which provides public access to the ministries' publications, statutes and some manuals and internal procedures.

## FRENCH LANGUAGE SERVICES

HOUSING 11

777 Bay St., 3rd Flr.  
 Toronto M5G 2E5  
 416-585-4020

The Coordinator of French Language Services is responsible for coordinating the implementation of French language services in designated areas of the province, under the French Language Services Act.

## SERVICES EN FRANÇAIS

Le coordonnateur des services en français du ministère du logement est responsable pour la coordination de la mise en oeuvre de la loi de 1986 sur les services en français dans les régions désignées de la Province.

## CORPORATE AND AGENCY SERVICES

HOUSING 12

777 Bay St., 2nd Flr.  
 Toronto M5G 2E5  
 416-585-6521

Corporate and Agency Services is responsible for providing administrative support services and consultation, acting as a corporate officer, where required, and providing liaison and contact for Ministry agencies. These agencies include the **Ontario Housing Corporation**, the Building Industry Strategy Board, and the Residential Rental Standards Board.

The office is also responsible for the implementation and administration of the **Freedom of Information** and Protection of Privacy Legislation.

Submissions resulting from public **tenders** called on behalf of the Ministry and its agencies are accepted by this office. It records and holds securities from tender submissions, and maintains insurance policies (vehicle and general third party liability) for the Ministry, its agencies and the Ministry of Municipal Affairs.

**ASSISTANT DEPUTY MINISTER - HOUSING POLICY  
RENT REVIEW DIVISION**

**RENT REVIEW SERVICES BRANCH**

**HOUSING 13**

777 Bay St., 4th Flr.

Toronto M5G 2E5

416-585-2838

Toll-free: 1-800-387-9060

Ontario's **Residential Rent Regulation Act** limits the amount and frequency of **rent** increases in private residential rental accommodation. Through a network of 21 local rent review offices, the Rent Review Services Branch resolves rent review applications from landlords and tenants, provides education and information services, and investigates and prosecutes illegal activities. Local offices (listed below) also provide information and advice on all **landlord and tenant** matters, including the Landlord and Tenant Act.

**EASTERN ONTARIO REGION**

275 Ontario St., Ste. 100

**Kingston K7K 2X5**

613-548-6770

If long distance ask operator  
for Zenith 96000

For Counties of Frontenac, Lennox &  
Addington, Leeds & Grenville,  
Hastings & Prince Edward

40 King St. W., Ste. 700

**Oshawa L1H 1A4**

416-723-8135

If long distance ask operator  
for Zenith 96000

For Regional Municipality of Durham

10 Rideau St., 3rd Flr.

**Ottawa K1N 9J1**

613-230-5114

If long distance ask operator  
for Zenith 96000

For Regional Municipality of  
Ottawa-Carleton, Counties of  
Renfrew, Stormont-Dundas-Glengary,  
Prescott & Russell & Lanark

139 George St. N.

**Peterborough K9J 3G6**

705-743-9511

If long distance ask operator  
for Zenith 96000

For Counties of Peterborough,  
Northumberland, Victoria, Haliburton

**CENTRAL ONTARIO REGION**

4 Robert Speck Parkway, Ste. 550

**Mississauga L4Z 1S1**

416-270-3280

If long distance ask operator  
for Zenith 96000

For Regional Municipality of Peel

45 Sheppard Ave. E., 5th Flr.

**North York M2N 5W9**

416-224-7643

If long distance ask operator  
for Zenith 96000

For North York, and Regional  
Municipality of York,  
excluding the Towns of E.  
Gwillimbury and Georgina

2100 Ellesmere Rd., 3rd Flr.

**Scarborough M1H 3B7**

416-438-3452

If long distance ask operator  
for Zenith 96000

For Scarborough

7 Overlea Blvd., 6th Flr.

**Toronto M4H 1A8**

416-429-0664

If long distance ask operator

for Zenith 96000

For East York

5233 Dundas St. W., 4th Flr.

**Toronto M9B 1A6**

416-236-2681

If long distance ask operator for Zenith

96000

For Etobicoke, York

56 Wellesley St. W., 8th Flr.

**Toronto M7A 2J9**

416-964-8281

If long distance ask operator

for Zenith 96000

For City of Toronto

## SOUTHWESTERN ONTARIO REGION

114 Worsley St., 5th Flr.

**Barrie L4M 1M1**

705-737-2111

If long distance ask operator

for Zenith 96000

For County of Simcoe, Towns of

East Gwillimbury & Georgina

in the Regional Municipality

of York, District

Municipality of Muskoka

25 Main Street W., 16th Flr.

**Hamilton L8P 1H1**

416-528-8701

If long distance ask operator

for Zenith 96000

For Regional Municipalities

of Hamilton-Wentworth, Halton,

Haldimand-Norfolk, County of Brant

30 Duke St. W., 4th Flr.

**Kitchener N2H 3W5**

519-579-5790

If long distance ask operator

for Zenith 96000

For Regional Municipality of

Waterloo, Counties of Wellington,

Dufferin

80 Dundas St. E., 1st Flr.

**London N6A 2P3**

519-673-1660

If long distance ask operator

for Zenith 96000

For Counties of Middlesex,

Oxford, Elgin, Lambton,

Perth, Huron

1077 Second Ave. E.

**Owen Sound N4K 2H8**

519-876-3202

If long distance ask operator

for Zenith 96000

For Counties of Grey, Bruce

43 Church St., Ste. 505

**St. Catharines L2R 7E1**

416-684-6562

If long distance ask operator

for Zenith 96000

For Regional Municipality

of Niagara

880 Ouellette Ave., Ste. 302

**Windsor N9A 1C7**

519-253-3532

If long distance ask operator

for Zenith 96000

For Counties of Essex, Kent



## NORTHERN ONTARIO REGION

215 Oak St. E.

**North Bay P1B 8P8**

705-476-1231

If long distance ask operator  
for Zenith 96000

For Districts of Nipissing,  
Parry Sound

199 Larch St., 5th Flr.

**Sudbury P3E 5P9**

705-675-4373

If long distance ask operator  
for Zenith 96000

For Regional Municipality of  
Sudbury, Districts of Sudbury,  
Manitoulin, Algoma

540 W. Arthur St.

**Thunder Bay P2A 3R7**

807-475-1599

If long distance ask operator  
for Zenith 96000

For Districts of Thunder Bay,  
Kenora, Rainy River

273 Third Avenue, 2nd Flr.

**Timmins P4N 1E2**

705-264-9555

If long distance ask operator  
for Zenith 96000

For Districts of  
Cochrane, Timiskaming

## ONTARIO'S RENT REGISTRY

415 Yonge St., 19th Flr.

Toronto M5B 2E7

416-963-3624

HOUSING 14

As part of the **Residential Rent Regulation Act**, 1986, a province-wide Rent Registry has been established to record the maximum rent for private rental residential units. This process involves annual up-dating of the rents filed by landlords in accordance with the rent review guideline or as a result of rent review applications.

Landlords were required to register complexes (other than boarding houses) with 6 units or less by May 1, 1987. **Registration** of complexes with 7 units or more will be required at a later date, but may be performed earlier. The rent to be filed is generally the rent charged on July 1, 1985.

The Registry records, in its computer system, the 'rent filed by landlord' and any recent rent review orders. Landlord and tenants are notified, and may apply to local Rent Review offices to correct, dispute or certify the legality of the registered rent.

The Registry ensures compliance with registration requirements, investigates registered and current rents, and prosecutes offences. It also provides support to the Rent Review Services Branch in computer systems, public education and staff training.

Information recorded in the Rent Registry is available from the local Rent Review office serving the area where the complex is located. (See listing under Rent Review Services Branch).

## RENTAL HOUSING PROTECTION PROGRAM

777 Bay St., 4th Flr.

Toronto M5G 2E5

416-585-7527

HOUSING 15

The Rental Housing Protection Program, created under the **Rental Housing Protection Act**, 1986, is designed to preserve the existing supply of rental housing in Ontario.

Since the passing of the Act on July 10, 1986, certain activities which reduce the stock of rental housing have been restricted. Municipal councils are required, to approve proposals to convert, demolish, renovate, sever into individual ownership or otherwise change the use of rental housing in Ontario.

The Act applies in different ways, depending on the population of the municipality, the size of the building and other factors. Most provisions apply only to buildings with more than 4 residential units in municipalities listed in the Act's regulations. All municipalities with a population of more than 25,000 are included. Controls over condominium conversion apply to all rental residential properties in the province.

#### RENT REVIEW HEARINGS BOARD

HOUSING 16

77 Bloor St. W., 10th Flr.

Toronto M5S 1M2

416-963-2742

The Rent Review Hearings Board is responsible for appeals under the **Residential Rent Regulation Act**, 1986. Appeals can be made by landlords or tenants who are directly affected by and disagree with the Minister's decisions concerning determination of rent, disputed rent, rent rebate, standards of rental units, etc. Board offices, listed below provide information and advice on the **appeal** process to tenants and landlords throughout Ontario.

#### CENTRAL REGION

#### SOUTHWESTERN REGION

2190 Yonge St., 6th Flr.

Toronto M4S 2B4

416-963-2831

150 Dufferin Ave., 2nd Flr.

London N6A 1K7

519-434-2757

#### EASTERN REGION

#### NORTHERN REGION

255 Albert St., 4th Flr.

Ottawa K1P 6A9

613-563-7096

30 Cedar St., 8th Flr.

Sudbury P3E 1A4

705-673-5055

#### RESIDENTIAL RENTAL STANDARDS BOARD

HOUSING 17

#### RENT REVIEW

777 Bay St., 4th Flr.

Toronto M5G 2E5

416-585-7405

Toll-free 1-800-387-4451

The Residential Rental Standards Board, created under the **Residential Rent Regulation Act**, ensures that all private rental residential units in the province are maintained at an acceptable minimum standard. The Board deals with serious maintenance problems, such as structural defects, inadequate heating, fire safety, pest infestation and plumbing defects, which have an impact on the health and safety of tenants.

The Board's duties include: issuing and reviewing orders for maintenance of rental property, and reporting serious violations to the Minister; adopting minimum standards

for maintenance; recommending long-term solutions for maintenance issues to the Minister; and educating and advising landlords and tenants on maintenance issues for residential properties.

Additional information can be obtained by writing or telephoning the Board or contacting local Rent Review Services offices (see listing under Rent Review Services Branch, Field Offices).

#### HOUSING SUPPLY POLICY BRANCH

HOUSING 18

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-6360

This branch is charged with developing new provincial housing policies and programs. The Housing Supply Policy Section monitors economic conditions and trends in the shelter industry, and develops strategic policy recommendations and programs for ownership and rental housing.

The **Housing Conservation Unit's** major objective is to conserve, supplement and make optimum use of the existing housing stock and related urban infrastructure. Research demonstration projects are carried out for a wide range of **housing** conservation, neighbourhood intensification and stock management subjects. The unit subsequently develops policy and program guidelines and initiatives, and establishes liaison between the Ministry and major client groups involved in housing renovation and conversion. A comprehensive consumer outreach program includes **publications** providing advice on home renovation for the general public and contractors.

The **Ontario Renovation Information Centre** (16 Howland Road, Toronto M4K 2Z6, 461-7577) is operated by the Housing Conservation Unit. The Centre has extensive displays and information on home renovation, repair, energy conservation, accessibility to the disabled, and intensification of existing housing. Special features include a reference library, video library, and unique computer database. The Centre is open to the public year-round from Wednesday to Sunday.

The Housing Conservation Unit also operates a travelling exhibit that is placed throughout Ontario at home shows and conferences, such as the National Home Show and the International Year of Shelter for the Homeless Conference. This exhibit features information on Ministry programs, home repair, maintenance, and rehabilitation, and includes the Renovation Theatre, a forum for public presentations by various experts. For further information, call 585-6514.

#### HOUSING SUPPLY POLICY BRANCH

HOUSING 19

#### PROPERTY MANAGEMENT SUPPORT PROGRAM

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-6514

This program encourages **education** and training of **landlords** through joint development of seminars, courses, visual aids and information packages. Wherever possible, use is made of existing resources.

Studies have shown that a high proportion of rental housing is operated as small **businesses**. These landlords have indicated a desire for better information and training in



important operational areas, such as finance, accounting, rent review procedures, landlord and tenant legislation, and maintenance and modernization strategies.

The Ministry is working with landlord representatives in defining their priorities, developing appropriate training packages, and ensuring a workable delivery system.

HOUSING SUPPLY POLICY BRANCH  
PORTABLE LIVING UNITS FOR SENIORS

HOUSING 20

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-6514

An innovative approach to **seniors' housing** that originated in Australia, the so-called 'granny flat' is a detached housing unit which can be placed in the yard of an existing family home. Intended solely for occupancy by an elderly parent or parents of the owner of the main house and property, the self-contained units are designed to be temporary and portable, so that they can be removed and relocated when no longer required.

To test the applicability of this housing approach, the Ministry has placed 12 of these units through its Portable Living Units for Seniors (PLUS) demonstration project. The Regional Municipalities of Ottawa-Carleton and Sudbury and the City of Waterloo each has 4 units, owned and operated by the province. The units are rented to occupants at a rent equivalent to that of the nearest market alternative.

Based on an evaluation of the demonstration project, a decision will be made regarding longer-term implications and opportunities as a private market housing alternative.

HOUSING SUPPLY POLICY BRANCH  
STARTER HOMES

HOUSING 21

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-6514

The Ministry has launched a small-scale project to demonstrate the long-term potential for creating low-cost, yet attractive, **starter homes** for families. Modest financial incentives are being offered to municipalities which alter their development standards to help produce these homes.

The project is designed to develop expertise on the part of municipalities and builders in reducing construction and development costs without lowering quality standards, and to provide renters with a reasonable-cost housing alternative and the chance to become homeowners.

Significant savings can be made in housing production costs by changing engineering and site planning standards. The changes could apply to sewage and utilities connections, road allowances, and lot and unit sizes.

The Ministry is offering municipalities a **grant** of \$2,500 for each unit produced. A total of 1,000 detached and semi-detached houses and townhouses, as well as condominiums, will qualify for the incentive grants. In order to be eligible, a **municipality** must have a rental stock that accounts for at least 30 per cent of its total residential accommodation. Communities near major metropolitan areas that attract potential homeowners from

outside their jurisdictions may take part in the project, even if they do not meet the 30 per cent requirement. Participating communities must have an official plan.

**HOUSING SUPPLY POLICY BRANCH  
LOW-RISE REHABILITATION PROGRAM**

HOUSING 22

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-6514

This program offers **landlords** forgivable **loans** of up to \$5,000 per unit to upgrade some 17,000 older, low-rise apartments in Ontario over the next four years. The apartments must be located in buildings of less than five storeys and must have been built prior to 1960.

Administered by municipalities, the program is designed to improve the physical condition of low-rise **rental housing** while retaining its suitability for low and moderate-income tenants. More than 30 per cent of Ontario's rental housing is in low-rise apartment buildings, duplexes and triplexes. At least 3 out of every 5 units are more than 25 years old. Many of these **buildings** now require upgrading of essential services such as plumbing, wiring and heating.

Municipalities wishing to take part in the program must have property maintenance and occupancy standards by-laws, and experience in administering housing rehabilitation programs. Only essential repairs required to bring buildings up to minimum standards, set out in the by-law, will be eligible. An additional loan of \$5,000 per unit is available for modifications to assist disabled persons.

Landlords with buildings of ten or more units may be asked to offer ten per cent of the units to the Rent Supplement Program, under which tenants pay rent based strictly on household income, rather than the size or type of accommodation provided.

A forgivable loan of up to two-thirds of the cost of rehabilitating a unit is available. No repayments will be made for the first five years of the loan. Subsequently, forgiveness will be earned at the rate of ten per cent per year, subject to certain conditions which include retaining the units as rental housing.

For further information, contact the nearest Regional Housing Program Office (see listing under Housing Supply Policy Branch).

**HOUSING SUPPLY POLICY BRANCH  
SENIORS' RETIREMENT COMMUNITIES PROJECT**

HOUSING 23

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-6514

Retirement communities are planned residential areas, ranging from groups of mobile homes to detached, single family houses, designed for adults 50 years and older. Most retirement communities consist of two elements: a number of housing units and a community-shared, non-residential facility.

The senior citizen retirement community is one of several **housing** options for **seniors** being explored by the Ministry. The planning period is often lengthy, which increases cost, and discourages others from developing such communities. In addition, it is not clear how well projects are integrated with the social service networks in the community.

Under this demonstration project, the Ministry offers **municipalities** a limited number of incentive **grants** to accelerate the approval process for planned retirement communities. A grant of \$2,000 is provided for each unit sold, and may be used to cover costs associated with the impact on physical or social services, such as sewers and water, fire protection, health care and visiting home-makers.

**HOUSING SUPPLY POLICY BRANCH  
MUNICIPAL BUILDING PROFILE PROGRAM**

**HOUSING 24**

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-6514

The program is designed to help municipalities define the characteristics of their rental housing by age, location and type of projects.

**Grants** of up to \$20,000 are being made to **municipalities** where the population is at least 10,000 or more, and the rental stock makes up at least 25 per cent of the total housing.

Aided by comprehensive profiles of the rental accommodation within their boundaries, municipalities will be able to plan for the future of their rental housing, and benefit from any available government assistance, such as support for the upgrading of older rental stock.

The first phase of the four-year Municipal Building Profile Program involves extensive liaison with municipal representatives, including planning and building officials, in order to encourage project proposals.

**BUILDING PROGRAMS WING**

**BUILDING INDUSTRY STRATEGY BOARD**

**HOUSING 25**

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-7418

The Building Industry Strategy Board offers advice to the Minister of Housing and, through the Minister, to the Government of Ontario.

The Board adopted the following mission statement which reflects the strategy's priorities: 'To lead the Ontario building industry toward enhanced employment, growth and development by establishing the industry in new markets both at home and abroad; and facilitating performance improvements'.

The strategy has five goals: rationalize and streamline regulations affecting the building industry; promote export and market development; increase productivity; promote industry awareness and cooperation; and, promote the establishment of a world-class building centre.

This industry-driven board has member representation from labour, industry and government, and is serviced by the Building Industry Secretariat.



**BUILDING INDUSTRY SECRETARIAT**

HOUSING 26

777 Bay St., 2nd Flr.  
 Toronto M5G 2E5  
 416-585-7418

The Building Industry Secretariat administers a comprehensive strategy which strengthens all facets of one of Ontario's most vital economic forces, the **building industry**.

The Building Industry Strategy will increase employment opportunities, expand production for markets both at home and abroad and foster career development within the industry. The strategy is implemented through the Building Industry Strategy Board. This industry-driven board has member representation from labour, industry and government.

The building industry comprises those who contribute to the building process from project conception to building management, maintenance and renovation. Providers of products, services and labour in the construction of residential, commercial, industrial and institutional buildings are encompassed by the industry. It also includes a supporting network of distributors, financial institutions, educators, industry associations, exporters, importers, regulatory agencies, buyers of construction and government.

**ONTARIO BUILDINGS BRANCH**

HOUSING 27

777 Bay St., 2nd Flr.  
 Toronto M5G 2E5  
 416-585-6666

The Ontario Buildings Branch administers the **Building Code** under the Building Code Act, and the **Plumbing Code** under the **Ontario Water Resources Act**. The Building Code consists of building requirements to minimize the risk of injury and property damage from structural failure, fire and health hazards. Advice is provided to municipalities, builders and the public on **building** regulations enforced by municipalities.

The branch also manages the **Building Action Program**, which administers **grants to municipalities** for innovative projects improving areas of building administration, and provides training courses for municipal building officials.

Other areas of responsibility include research of building industry issues and government-wide consolidation and streamlining of legislation relating to buildings.

**ASSISTANT DEPUTY MINISTER - SOCIAL HOUSING****SOCIAL HOUSING WING**

HOUSING 28

777 Bay St., 2nd Flr.  
 Toronto M5G 2E5  
 416-585-6002

The Social Housing Wing is responsible for developing provincial social housing programs and operational policy; handling federal-provincial housing relations; delivering social and market housing programs, including municipal non-profit, private non-profit, cooperative and rent supplement; developing and evaluating administrative and operational procedures for social housing programs; and managing the Ontario Housing Corporation's rental housing through its agents, the local housing authorities.

## SOCIAL HOUSING PROGRAMS BRANCH

HOUSING 29

777 Bay St., 2nd Flr.  
 Toronto M5G 2E5  
 416-585-6077

The branch develops and evaluates social housing programs and policies. Program Development and Evaluation reviews and modifies social housing programs and develops new policy and program initiatives. Management Operations and Review examines the cost effectiveness of operational policies, programs and procedures.

## HOUSING FIELD OPERATIONS

HOUSING 30

777 Bay St., 2nd Flr.  
 Toronto M5G 2E5  
 416-585-6430

Housing Field Operations is responsible for six regional housing programs offices supporting the administration of 58 **housing authorities** involved in the day-to-day management of public housing. The offices, which are located in Hamilton, London, Ottawa, Toronto, Sudbury and Thunder Bay, also work with private and municipal non-profit housing corporations and cooperative groups.

Services include property management support to local housing authorities, and technical support for program delivery and maintenance of Ontario Housing Corporation (OHC) property.

The offices are responsible for province-wide delivery and administration of various housing programs, including: Ontario Community Housing Assistance Program; municipal, private and co-operative non-profit housing programs; Low-Rise Rehabilitation Program; Convert-to-Rent Program; Rent Supplement Program; Ontario Home Renewal Program; Municipal Housing Statement Program; and Federal/Provincial Senior Citizen Rural Housing Program. The offices have authority to approve non-profit groups' program loans and budgets, housing authority budgets, and emergency repairs to OHC projects. They may also award tenders above financial limits set for housing authorities.

Housing authorities administer the province's **rent-geared-to-income housing**. Most OHC units currently accommodate families, **senior citizens** and a small number of **disabled** people. Persons with disabilities must arrange for the provision of support services required to carry out essential daily functions. Early in 1988, the mandate was extended to include low-income single persons, childless couples, and all other types of households. Assaulted women with children applying for permanent subsidized housing are eligible for special priority. All rent-geared-to-income housing is now being made available on the basis of need alone. A priority system is used to rank applications according to the degree of need. The rent is calculated on a scale that is geared to gross household income.

Regional housing programs offices and local housing authorities are listed below.

**REGIONAL HOUSING PROGRAMS  
OFFICES**

*Southern Office*

55 Hess St. S.  
**Hamilton L8P 4R8**  
416-521-7500

If long distance ask Operator  
for Zenith 20450

*Southwestern Office*

380 Wellington St., Ste. 1100  
**London N6A 5B5**  
519-679-7110  
If long distance dial  
1-800-265-4733

*Eastern Office*

1150 Morrison Dr., 2nd Flr.  
**Ottawa K2H 8S9**  
613-820-8305  
If long distance dial  
1-800-267-6108

*Northern Office*

1191 Lansing Ave.  
**Sudbury P3A 4C4**  
705-560-6350  
If long distance dial  
1-800-461-1190

*Northwestern Office*

540 West Arthur St.  
P.O. Box 5000  
**Thunder Bay P7E 5R7**  
807-475-1465  
If long distance dial  
1-800-465-5015

*Central Office*

4950 Yonge St., 4th Flr.  
Madison Centre  
**Willowdale M2N 6K1**  
416-225-1211  
If long distance dial  
1-800-668-0208

**HOUSING AUTHORITIES**

*Arnprior*

8 McGonigal St.  
**Arnprior K7S 1L3**  
613-623-6177

*York Regional*

59 Yonge St. S., Ste. 201  
**Aurora L4G 1M1**  
416-727-1354  
416-832-1618 (Toronto line)  
If long distance ask Operator  
for Zenith 44120

*South Simcoe & Barrie*

49 High St., Ste. 404  
**Barrie L4N 5J4**  
705-728-3894  
If long distance ask Operator  
for Zenith 44120

*Hastings & Prince Edward*

205 Dundas St. E., Ste. 303  
P. O. Box 682  
**Belleville K8N 5B3**  
613-968-3465  
If long distance ask Operator  
for Zenith 44120

*Muskoka District*

95 Manitoba St., Ste. 5  
P. O. Box 2009  
**Bracebridge P0B 1C0**  
705-645-9261  
If long distance ask Operator  
for Zenith 44120

*Brant & Brantford*

233 Colborne St.  
Colborne Crt., Ste. 201  
**Brantford N3T 2H3**  
519-759-6100



*Leeds & Brockville*

58 King St. E.

**Brockville K6V 1B3**

613-342-2341

If long distance ask Operator  
for Zenith 44120

*South Waterloo*

9 Cambridge St.

**Cambridge N1R 3R5**

519-623-2686

*Lanark County*

380 Flora St.

Townline Mall

**Carleton Place K7C 3M9**

613-257-7230

If long distance ask Operator  
for Zenith 44120

*Kent & Chatham*

30 Raleigh St.

P. O. Box 1296

**Chatham N7M 5R9**

519-354-9592

If long distance ask Operator  
for Zenith 44120

*Northumberland County*

24 Covert St.

P. O. Box 969

**Cobourg K9A 4W4**

416-372-0151

If long distance ask Operator  
for Zenith 24430

*Cornwall & Area*

113 Amelia St.

P. O. Box 1086

**Cornwall K6H 5V2**

613-938-7717

If long distance ask Operator  
for Zenith 44120

*East Kenora District*

4 Earl Ave.

**Dryden P8N 1X3**

807-223-3087

If long distance ask Operator  
for Zenith 44120

*Timiskaming District*

P. O. Box 907, 6th Ave.

**Englehart P0J 1H0**

705-544-2334/35

If long distance ask Operator  
for Zenith 44120

*Essex County*

360 Fairview Ave. W., No. 302

**Essex N8M 1Y3**

519-776-6464

If long distance ask Operator  
for Zenith 44120

*Rainy River District*

255 Scott St.

**Fort Frances P9A 3M6**

807-274-7704

If long distance ask Operator  
for Zenith 44120

*Huron County*

48 The Square

**Goderich N7A 1M5**

519-524-2637

If long distance ask Operator  
for Zenith 21520

*Wellington & Guelph*

292 Speedvale Ave. W., Unit 7

**Guelph N1H 1C4**

519-824-7822

If long distance ask Operator  
for Zenith 44120

*Hamilton-Wentworth*

119 King St. W., 7th Flr.

P. O. Box 2112

**Hamilton L8N 3Z9**

416-521-7399

*Prescott & Russell*

880 James St.

**Hawkesbury K6A 2W8**

613-632-8501

If long distance ask Operator  
for Zenith 44120

*South Cochrane District*

629 Cedar St.

P. O. Box 1028

**Iroquois Falls 'A' P0K 1G0**

705-232-4095

If long distance ask Operator  
for Zenith 44120

*North Cochrane District*

Model City Mall

**Kapuskasing P5N 2E9**

705-335-6179

If long distance ask Operator  
for Zenith 44120

*West Kenora District*

20 Main St. S.

**Kenora P9N 1S7**

807-468-5612

*Bruce County*

325 Lambton St.

P. O. Box 1450

**Kincardine N2Z 2Z4**

519-396-3439

If long distance ask Operator  
for Zenith 44120

*Kingston & Frontenac*

394 King St. E.

P. O. Box 206

**Kingston K7L 4V8**

613-546-5591

If long distance ask Operator  
for Zenith 44120

*North Waterloo*

101 Hazelglen Dr.

P. O. Box 1061

**Kitchener N2G 4G1**

519-578-2860

*Victoria-Haliburton*

20 Sussex St. S.

**Lindsay K9V 5A8**

705-324-6401

If long distance ask Operator  
for Zenith 44120

*Manitoulin & Espanola Area*

13 Worthington Ave.

P. O. Box 638

**Little Current P0P 1K0**

705-368-3400

If long distance ask Operator  
for Zenith 44120

*London & Middlesex*

137 Dundas St., 4th Flr.

**London N6A 1E9**

519-434-2765

*North Simcoe & Orillia*

303 Midland Ave., Ste. 208

P. O. Box 608

**Midland L4R 1Z8**

705-526-4225

If long distance ask Operator  
for Zenith 44120

*Peel Regional*

755 The Queensway E., Ste. 114

**Mississauga L4Y 4C5**

416-279-7792

If long distance ask Operator  
for Zenith 44120

*Lennox & Addington County*

20 Market Square

P. O. Box 43

**Napanee K7R 3L4**

613-354-5695

If long distance ask Operator  
for Zenith 44120

*East Niagara*

4701 St. Clair Ave.

P. O. Box 636

**Niagara Falls L2E 6V5**

416-354-1678

For toll-free number check  
blue pages of telephone directory*Nipissing & Parry Sound Districts*

222 McIntyre St.

P.O. Box 480

**North Bay P1B 8J1**

705-472-2441

If long distance dial

1-800-461-9560

*Halton*

700 Dorval Dr., Ste. 220

**Oakville L6K 3V3**

416-849-8383

If long distance ask Operator  
for Zenith 44120*Dufferin County*

15 Brenda Blvd., Ste. 9

**Orangeville L9W 3L3**

519-941-8221

*Durham Regional*

50 Centre St. S.

4th Flr., Rundle Tower

**Oshawa L1H 3Z7**

416-434-5011

*Ottawa-Carleton Regional*

1545 Carling Ave., 7th Flr.

**Ottawa K1Z 8Z3**

613-728-1600

*Grey County & Owen Sound*

1131-2nd Ave. E., Ste. 101

**Owen Sound N4K 2J1**

519-376-5744

If long distance ask Operator  
for Zenith 44120*Renfrew County & Pembroke*

209 Renfrew St.

P. O. Box 636

**Pembroke K8A 5S2**

613-735-0782

If long distance ask Operator  
for Zenith 44120*Peterborough*

105 George St. N.

**Peterborough K9J 3G3**

705-742-0439

If long distance ask Operator  
for Zenith 44120*Lambton County*

4166 Petrolia St.

P. O. Box 1210

**Petrolia N0N 1R0**

519-882-1190

If long distance ask Operator  
for Zenith 44120*Grenville & Prescott*

108 Park St.

P. O. Box 1299

**Prescott K0E 1T0**

613-925-5906

If long distance ask Operator  
for Zenith 44120*Renfrew*

191 Plaunt St. S.

**Renfrew K7V 1M7**

613-432-3679

*Sarnia*

242A Indian Rd. S.

Eastland Bldg., Ste. 211 S.

**Sarnia N7T 3W4**

519-344-8323

*Algoma District*

464 Albert St. E.

P. O. Box 445

**Sault Ste. Marie P6A 2J8**

705-254-7166

If long distance ask Operator  
for Zenith 44120



*Haldimand-Norfolk Regional*

100 Colborne St. N.

**Simcoe N3Y 3V1**

519-426-7792

If long distance ask Operator  
for Zenith 44120

*Smiths Falls*

1 Abel St., Unit 3

P. O. Box 848

**Smiths Falls K7A 4W7**

613-283-2555

*North Niagara*

80 King St., Ste. 205

**St. Catharines L2R 7G1**

416-682-9201

If long distance ask Operator  
for Zenith 44120

*Elgin & St. Thomas*

348 Talbot St.

P. O. Box 158

**St. Thomas N5P 3T7**

519-631-4580

*Perth & Stratford*

413 Hibernia St.

**Stratford N5A 5W2**

519-271-5393

If long distance ask Operator  
for Zenith 44120

*Sudbury District*

Tower 200, Ste. 401

200 Elm St. E.

**Sudbury P3C 5N3**

705-674-8323

If long distance ask Operator  
for Zenith 44120

*Thunder Bay District*

1111 East Victoria Ave.

**Thunder Bay P7C 1B7**

807-623-4288

If long distance ask Operator  
for Zenith 44120

*Timmins*

54 Wilson Ave., Ste. 2

**Timmins P4N 2S6**

705-264-5274

If long distance ask Operator  
for Zenith 44120

*Metropolitan Toronto*

1320 Yonge St.

**Toronto M4T 2W4**

416-928-4940

*Central Niagara*

266 Division St.

P. O. Box 727

**Welland L3B 5R5**

416-734-4548

If long distance ask Operator  
for Zenith 44120

*Windsor*

1400 Ouellette Ave.

P. O. Box 1330

**Windsor N8X 4T4**

519-254-1681

*Oxford County*

McKinney Centre

510 Ingersoll Ave.

P. O. Box 820

**Woodstock N4S 8A3**

519-539-4829

If long distance ask Operator  
for Zenith 44120

# HOUSING FIELD OPERATIONS METRO TORONTO HOUSING AUTHORITY

HOUSING 31

1320 Yonge St.  
Toronto M4T 2W4  
416-928-4800  
Housing Registry: 928-4810/11  
Maintenance Inquiry Board: 789-7901

The Metro Toronto Housing Authority administers the **Ontario Housing Corporation's** rent-geared-to-income housing in Metropolitan Toronto through six district offices, listed below. Tenant applications are made to the Housing Registry. Complaints should first be directed to on-site project managers. The **Maintenance Inquiry Board** operates a 24-hour service for after-hours maintenance problems.

*District 1*  
2 Berkeley St., Unit 310  
**Toronto M5A 2W3**  
416-366-7851  
(Central Toronto)

*District 5*  
3765 Chesswood Dr.  
**Downsview M3J 2P6**  
416-636-6621  
(West North York  
and North Etobicoke)

*District 2*  
3227 Eglinton Ave. E., Unit 135  
**Scarborough M1J 3M5**  
416-261-6176  
(East Toronto, East York  
and Scarborough South)

*District 6*  
56 Aberfoyle Cres., 3rd Flr.  
**Islington M8X 2W4**  
416-239-1156  
(York, South Etobicoke  
and West Toronto)

*District 3*  
4630 Kingston Rd., Unit 8  
**Scarborough M1E 2P8**  
416-281-2940  
(North and East Scarborough)

*District 4*  
2 Sheppard Ave. E., Ste. 403  
**Willowdale M2N 5Y7**  
416-226-2002  
(East and Central North York)

# HOUSING FIELD OPERATIONS NON-PROFIT HOUSING PROGRAMS

HOUSING 32

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-6430

Under the federal-provincial non-profit housing program, non-profit housing corporations owned by municipalities and private or cooperative community groups build and manage **rental housing with assistance** from the federal and provincial governments.

A minimum of 40 per cent of the units in each municipal and private non-profit project are allocated to the neediest households in the community, with rents based on household income rather than on size or type of accommodation. Rules are slightly different for cooperative non-profit projects.

The remaining 60 per cent of the units may be made available to those with eligible household incomes, households that can afford market rents, or a combination of the two groups. Eligible households qualify for rent-geared-to-income assistance if they cannot afford market rents in the project without paying more than 25 per cent of their incomes in rent.

Tenants eligible for rent-geared-to-income assistance under the program include families, **senior citizens** and physically, developmentally and psychiatrically **handicapped people**. Some units may be built for people requiring some form of support care, and innovative demonstration projects for low-income single people are also considered. The exact mix of income groups housed in each project is set by the individual housing corporation, reflecting program criteria based on the particular needs of the local community.

The federal and provincial governments share, on a 60-40 basis, the cost of subsidies to cover the difference between the actual cost of operating the building and the rents paid by tenants who are in what is referred to as 'core need'. These are people who would have to pay more than 30 per cent of their incomes to rent suitable accommodation in their community. Subsidies for tenants who do not fall into this category are paid by the province alone.

Development **grants** and interest-free **loans** are available to corporations developing their first projects.

Two additional non-profit programs are funded solely by the province. The first initiative is helping non-profit sponsors to produce 3,000 rental housing units for a broad range of groups. Sponsors include municipal and private non-profit corporations and non-profit cooperatives. The greatest possible portion of the units are to be used for homeless individuals, battered spouses, physically, developmentally and psychiatrically-handicapped adults, and low-income single persons.

A second program announced in August, 1987, allows non-profit organizations to develop, over a three-year period, 3,600 housing units primarily for persons who could not otherwise afford decent accommodation. Clients include low and moderate-income families and individuals, with a significant number of the units being produced for low-income households who would pay rents based on their household incomes. Development grants and loans, capital grants, and on-going operating subsidies are made available by the Ministry.

The Ministry also provides loan guarantees, worth \$25 million, to enable non-profit housing groups to hold or acquire land for their future housing projects. Non-profit sponsors who receive preliminary approval for their projects can secure financing from private lending institutions. The loans, guaranteed by the government, are used for deposits or acquisition of sites before final approval and construction.

The above programs are administered by this Ministry's Regional Housing Programs Offices (see Housing Field Operations).



## HOUSING FIELD OPERATIONS CONVERT-TO-RENT PROGRAM

HOUSING 33

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-6430

Ontario is offering interest-free loans of between \$5,000 and \$7,000 per unit to help produce some 10,000 moderate-cost rental housing units, primarily through conversions of non-residential buildings under the Convert-to-Rent program.

**Loan** assistance can be obtained for producing hostel-type **accommodation** for single people or new rental housing within single-family homes. Additional loans of \$5,000 are available for units accessible to **physically-handicapped persons**.

Factories, schools, warehouses and space over retail stores are eligible for conversion into apartments. Construction of new rental housing or a combination of conversion and construction can occur on non-residential sites.

To make better use of existing facilities, space in residential complexes that is not used for shelter, such as garage and storage areas, may be converted. Interest-free loans are also available for building new rental units onto existing housing projects or residential sites.

The Convert-to-Rent program is administered through the Ministry's Regional Housing Programs Offices (see Housing Field Operations).

## HOUSING FIELD OPERATIONS ONTARIO HOME RENEWAL PROGRAM

HOUSING 34

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-6430

Administered by municipalities in many areas of the province, this program assists homeowners in upgrading their **homes**, with an emphasis on faulty structural and sanitary conditions, plumbing, insulation, heating and electrical systems.

**Loans** of up to \$7,500 are made to eligible owner-occupants who wish to bring their homes up to standard. A portion of a loan may be forgiven, depending on the recipient's income.

**Physically-handicapped** homeowners, or homeowners with physically-handicapped relatives residing permanently with them, may qualify for loans of up to \$9,500 for alterations that make homes more appropriate to their needs. The maximum annual qualifying family income, after allowable deductions, is \$20,000 effective August 1, 1986.

Detailed information and application forms are available from local **municipalities** taking part in the Ontario Home Renewal Program (**OHRP**). In areas that are not situated within existing municipal boundaries, assistance is provided through the Ministry of Northern Development and Mines Field Offices (see Regional and Community Development Branch).

# HOUSING FIELD OPERATIONS ONTARIO HOME RENEWAL PROGRAM FOR THE DISABLED

HOUSING 35

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-6430

There are more than one million disabled adults and children in Ontario, many of whom have special housing needs. The availability of accessible accommodation is essential for disabled persons to lead full and independent lives.

The Ontario Home Renewal Program for the Disabled assists homeowners with interest-free **loans** up to \$15,000, equal to the value of the work undertaken, to make interior and exterior housing modifications which increase accessibility for disabled occupants.

Homeowners may apply for assistance under this program if their homes meet the minimum property standards requirements.

The conventional Ontario Home Renewal Program may be accessed to undertake the necessary repairs if the homeowner meets the family income qualifying factor.

The Ontario Home Renewal Program for the Disabled is delivered by municipal governments on behalf of the Ministry of Housing, or by the Ministry's Regional Housing Program Offices (see Housing Field Operations).

# HOUSING FIELD OPERATIONS RENT SUPPLEMENT PROGRAM

HOUSING 36

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-6430

The Ontario Housing Corporation acquires the use of rental units, in properties not owned by the corporation, with qualifying families, senior citizens and handicapped persons paying **rents** based solely on their incomes.

OHC has agreements covering 14,000 rent supplement units across Ontario. Generally, no more than 25 per cent of the units in a complex or building are leased under the program. The federal and provincial governments subsidize the difference between the rent paid by **tenants** and the full rental rate, as negotiated between the Ministry and participating landlords. The landlord chooses prospective tenants from the local housing authority priority list for rent-geared-to-income housing.

The program is administered by this Ministry's Regional Housing Programs Offices (see Housing Field Operations).

# HOUSING FIELD OPERATIONS FEDERAL/PROVINCIAL SENIOR CITIZEN RURAL HOUSING PROGRAM

HOUSING 37

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-6430

Where a need has been determined, a limited number of **senior citizen rent-geared-to-income** projects may be built in communities with populations of less than 2,500.

The federal and provincial governments share capital funding on a 75:25 ratio. In both organized and unorganized communities, operating deficits are shared on the same 75:25 basis. Local housing authorities manage projects developed by the province.

The program is administered through this Ministry's Regional Housing Programs Offices (see Housing Field Operations).

**HOUSING FIELD OPERATIONS  
FEDERAL/PROVINCIAL RURAL HOUSING  
PROGRAM**

**HOUSING 38**

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-6430

**Mortgage** payments are geared to household income under this **home** purchase program administered by the federal government.

Assistance is provided for the acquisition and rehabilitation of existing family units or the construction of new family units in rural communities with populations of less than 2,500.

Canada Mortgage and Housing Corporation, the federal agency, provides 75 percent and Ontario Housing Corporation supplies 25 percent of the funds for this program.

**HOUSING FIELD OPERATIONS  
MUNICIPAL HOUSING STATEMENT PROGRAM**

**HOUSING 39**

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-6430

The Ministry offers study grants and technical assistance to help municipalities prepare or update their housing statements.

A **Municipal Housing Statement (MHS)** defines a municipality's housing requirements and policy directions. It consists of two major components: a housing market analysis and the basis of a housing strategy. Housing statements also examine issues affecting maintenance of housing, such as housing renewal, quality of housing, energy efficiency, and conversion of vacant core area space to rental housing.

When endorsed by a municipal council and approved by the Ministry, a housing statement can form the basis of a **municipality's** request for federal and provincial assistance with housing programs.

The Municipal Housing Statement Program is administered by this Ministry's Regional Housing Programs Offices (see Housing Field Operations).

**TENANT SUPPORT SERVICES BRANCH**

**HOUSING 40**

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-6435

The Tenant Support Services Branch develops and implements programs designed to improve the quality of life for **tenants** residing in **rent**-geared-to-income housing. Linkages are facilitated with service, educational and employment programs which may be of interest or benefit to tenants. The branch also promotes tenant participation in the decisions which affect them, and administers such programs and functions as Community



Relations, Race Relations, Tenant Economic Activities, Supportive Community Living and Recreation.

#### TECHNICAL SUPPORT SERVICES BRANCH

HOUSING 41

777 Bay St., 2nd Flr.

Toronto M5G 2E5

416-585-6382

The Technical Support Services Branch provides architectural, engineering and appraisal services to the Ontario Housing Corporation's client groups through the Regional Housing Programs Offices (see Housing Field Operations). Guidelines, manuals, standards and generic specifications associated with the design, construction, conservation and maintenance of housing accommodation in its many forms are developed by the branch. It also coordinates construction or conservation projects and programs that involve more than one Regional Housing Programs Office.

#### ACTS

#### ACTS

HOUSING 42

The Ministry of Housing is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal or information/communications branch.

Building Code Act

Elderly Person's Housing Aid Act

Housing Development Act

Ministry of Municipal Affairs and Housing Act, 1981

Ontario Housing Corporation Act

Ontario Water Resources Act,  
subsections 44(2)(a), (b) and (c) and  
sections 45 to 48 inclusive

Rental Housing Protection Act, 1986

Residential Complexes Financing Costs Restraint Act, 1982

Residential Rent Regulation Act, 1986

Residential Tenancies Act, 1980

Rural Housing Assistance Act

## MINISTRY OF INDUSTRY, TRADE AND TECHNOLOGY

Hearst Block

900 Bay St.

Queen's Park, Toronto M7A 2E1

The Ministry of Industry, Trade and Technology encourages accelerated introduction and application of new manufacturing technology; assists in product innovation and commercialization of new products and processes; promotes domestic and foreign investment; encourages companies to export; supports trade through international offices, trade shows, missions and the Trade Expansion Fund; and promotes and assists the formation of small businesses and the expansion of the domestic market by identifying sources of supply.

### DEPUTY MINISTERS' OFFICE

#### COMMUNICATIONS BRANCH

MITT 1

Hearst Block, 9th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-965-1586

The mandate of this branch is to communicate the Ministry's role, programs and services to the general public, the business community and the media. Media Information Services is responsible for speeches, news releases, press conferences and media relations. Creative Services is responsible for **advertising, publications** and special events.

#### FRENCH LANGUAGE SERVICES

MITT 2

Hearst Block, 6th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-963-3867

The Office of the Coordinator of French Language Services formulates policy proposals and implementation plans to meet Ministry and agency obligations under the French Language Services Act. The office also advises the Minister and Deputy Minister on related issues; coordinates activities of Ministry offices in developing services in French; liaises with francophone associations; and disseminates information about availability of Ministry services in French.

### SERVICES EN FRANÇAIS

Le Bureau du Coordonnateur des services en français élabore des politiques et des plans de mise en oeuvre en vue de remplir les obligations du ministère et des agences selon la Loi sur les services en français; conseille le ministre et le sous-ministre sur les questions qui s'y rattachent; coordonne des activités des bureaux du ministère en développant des services en français, maintient des liens avec les associations francophones et distribue de l'information au sujet des services du ministère.

**PREMIER'S COUNCIL SECRETARIAT**

Hearst Block, 8th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-963-0010

MITT 3

The Secretariat supports the activities of the Premier's Council, which has a mandate to develop and recommend long-term economic strategies for industrial and technological development in Ontario.

The Secretariat also coordinates the operation of the **Premier's Council Technology Fund**.

**LEGAL SERVICES BRANCH**

56 Wellesley St. W., 5th Flr.

Toronto M7A 2E7

416-965-4622

MITT 4

The branch staff, who are seconded to this Ministry by the Ministry of the Attorney General, provide general legal services and counselling.

**AUDIT SERVICES BRANCH**

MacDonald Block, Temagami Rm.

900 Bay St., 2nd Flr.

Queen's Park, Toronto M7A 2E1

416-965-4510

MITT 5

The branch, which has a dual responsibility to act in a consultative and audit role, provides internal audit services to the Ministry and its agencies. To ensure economy, efficiency and effectiveness, the branch reviews and appraises financial management, electronics data processing controls, and operational and program activities.

**ASSISTANT DEPUTY MINISTER**

**SMALL BUSINESS, SERVICES AND CAPITAL PROJECTS DIVISION**

**SMALL BUSINESS, SERVICES AND CAPITAL  
PROJECTS DIVISION**

Hearst Block, 8th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-965-4036

MITT 6

This division supports the start-up and growth of small businesses in Ontario; develops policies and programs to enhance the service sector; and undertakes business development initiatives targetted on a sectoral basis. Financial support is provided for larger-scale industrial development projects in order to strengthen the competitiveness of Ontario's private sector.



## SERVICE SECTOR SECRETARIAT

MITT 7

Hearst Block, 7th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-965-2302

The Secretariat's mandate is to foster the growth and competitiveness of Ontario's high value-added service industries. Activities include promoting knowledge and awareness of the service sector's economic contribution and potential; increasing the level and diversity of trade in services; improving service industry access to government programs; and increasing the number of government programs which foster service sector development.

## SERVICE SECTOR SECRETARIAT

MITT 8

## SERVICE SECTOR INFORMATION UNIT

Hearst Block, 7th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-963-3314

This unit provides **information** on the service sector and component industries, and a directory of information sources contained in public, private and non-profit organizations, including research institutes and universities involved in international service research.

## SERVICE SECTOR SECRETARIAT

MITT 9

SERVICE SECTOR LIAISON AND DEVELOPMENT  
SECTION

Hearst Block, 7th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-965-2302

The Liaison and Development Section works with service sector associations and government ministries to promote knowledge and awareness of service sector issues, developmental needs and industry capabilities; to improve access to government programs; and to encourage new industry and government initiatives in support of increased industry competitiveness and expanded trade in services.

## SMALL BUSINESS BRANCH

MITT 10

## ADVICE AND COUNSEL SECTION

Hearst Block, 7th Flr.  
900 Bay Street  
Queen's Park, Toronto M7A 2E1  
416-965-5494/0410

The Advice and Counsel Section offers services and self-help materials to enhance the management skills and planning capabilities of small **business** in Ontario, with the focus on the start-up stage.

A toll-free (1-800-387-6142) **information service** will answer basic questions on business start-up. Seminars on starting a business, business ownership for women, marketing, and other subjects are presented on a regular basis throughout Ontario. The **University Small Business Consulting Service** provides the business schools of 15 Ontario universities with funds permitting senior commerce and MBA students to offer low-cost consulting services to small business.

Branch services are delivered from Queen's Park in cooperation with the Ministry's domestic offices, listed under the Domestic Offices Branch.

#### SMALL BUSINESS BRANCH

MITT 11

##### ADVOCACY SECTION

Hearst Block, 7th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-965-6304

The Advocacy Section advises the government on the impact of new policies and **legislation** on small **business** performance. The section meets regularly with business groups and supports the Committee of Parliamentary Assistants for Small Business. Responsibilities include producing the quarterly **Small Business Ontario** newsletter and the annual **State of Small Business** report; carrying out small business **research**; and developing initiatives to improve small business access to **financing**.

#### BUSINESS DEVELOPMENT BRANCH

MITT 12

##### MARKET DEVELOPMENT SECTION

Hearst Block, 7th Flr.

900 Bay Street

Queen's Park, Toronto M7A 2E1

416-965-1574

The Market Development Section helps private sector companies identify market opportunities related to emerging **technologies**, changing customer requirements, government procurement and global product mandating. Assistance is offered in enhancing competitiveness through restructuring and adjustment, global product mandating, sourcing infrastructure development, marketing assistance and new technologies monitoring. The section has specialists in building materials, housewares and hardwares, plastics, portable appliances, and rubber industry sectors. The Ontario Sourcing Centre is also operated by the Section.

#### BUSINESS DEVELOPMENT BRANCH

MITT 13

##### INDUSTRIAL PRODUCTS SECTION

Hearst Block, 7th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-965-3560/1574

The Industrial Products Section assists Ontario's **manufacturing** sector in identifying and realizing emerging **business** opportunities. Through joint ventures, the section helps companies add new products; enables multinationals to increase domestic **sourcing**; and facilitates development of strategies in partnership with industry on a sectoral basis.

**BUSINESS DEVELOPMENT BRANCH  
INSTITUTIONAL PRODUCTS AND  
PROCUREMENT SECTION**

MITT 14

Hearst Block, 7th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-965-5295

This section works with Ontario manufacturers to identify and realize emerging **business** opportunities. It assists companies in adding new products through joint venture government **procurement**, and increases the Canadian content of government procurement through a proactive supplier development process. The section also administers the **Industrial Development Procurement Policy**.

A directory of Public Sector Buyers in all levels of government and agencies in Ontario is published by this section.

**ASSISTANT DEPUTY MINISTER - INDUSTRY AND TRADE EXPANSION**

**INDUSTRY AND TRADE EXPANSION DIVISION**

MITT 15

The division formulates Ministry policies, strategies, programs and initiatives for increasing productive, stable employment by expanding domestic and international trade, encouraging investment opportunities, and strengthening the competitiveness of Ontario's industrial base.

**EXPORT AND CENTRAL ADMINISTRATIVE  
SERVICES**

MITT 16

Hearst Block, 5th Flr.

900 Bay St.

Queen's Park Toronto M7A 2E1

416-963-3083/4

Export and Central Administrative Services is responsible for the **Trade Expansion Fund**, which provides grants for small and medium-sized Ontario manufacturers to increase exports.

This office also administers the **International Marketing Intern Program**, which is an Ontario Skills Development Fund designed to broaden the base of recent graduates with practical experience in developing international markets.

**INVESTMENT AND REGIONAL OPERATIONS  
BRANCH**

MITT 17

Hearst Block, 5th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-965-1015

The Investment and Regional Operations Branch delivers the Ministry's programs and services through 13 offices located throughout Southern Ontario. General business counselling on product development, manufacturing, financing and marketing is provided to secondary **manufacturing industries**, small **business** entrepreneurs and investors.



## REGIONAL OFFICES IN ONTARIO

2211 Parkedale Ave.

**Brockville K6V 6B2**

613-342-5522

For toll-free number check

blue pages of telephone directory

(Eastern Ontario Area)

119 King St. W., 3rd Flr.

P. O. Box 2112

**Hamilton L8N 3Z9**

416-521-7783

If long distance dial

1-800-263-2121

(Central Ontario West Area)

1055 Princess St., Ste. 308

**Kingston K7L 5T3**

613-545-4444

If long distance ask Operator

for Zenith 59130

(Eastern Ontario Area)

305 King St. W., Ste. 507

**Kitchener N2G 1B9**

519-744-6391

If long distance dial

1-800-265-2428

(Southwestern Ontario Area)

195 Dufferin Ave., Ste. 607

**London N6A 1K7**

519-433-8105

If long distance dial

1-800-265-4743

(Southwestern Ontario Area)

4 Robert Speck Parkway, Ste. 1140

**Mississauga L4Z 1S1**

416-279-6515

(Central Ontario West Area)

73 Mississauga St. E., 2nd Flr.

Box 488

**Orillia L3V 6K2**

705-325-1363

If long distance ask Operator

for Zenith 59130

(Central East Ontario Area)

56 Sparks St. S., Ste. 404

**Ottawa K1P 5A9**

613-566-3703

If long distance ask Operator

for Zenith 59130

(Eastern Ontario Area)

Nor-Towne Plaza

1131 Second Ave. E., Ste. 107

**Owen Sound N4K 2J1**

519-376-3875

If long distance ask Operator

for Zenith 59130

(Southwestern Ontario Area)

139 George St. N.

**Peterborough K9J 3G6**

705-742-3459

If long distance ask Operator

for Zenith 59130

(Eastern Ontario Area)

80 King St., Ste. 801

Corbloc Bldg.

**St. Catharines L2R 7G1**

416-688-1454

If long distance dial

1-800-263-5670

(Central Ontario West Area)

5 Fairview Mall Dr., Ste. 480

**Willowdale M2J 2Z1**

416-491-7680

If long distance ask Operator

for Zenith 59130

(Central Ontario East Area)

250 Windsor Ave.  
 2nd Flr., Rm. 227  
**Windsor N9A 6V9**  
 519-252-3475  
 If long distance dial  
 1-800-265-1345  
 (Southwestern Ontario Area)

## INVESTMENT AND REGIONAL OPERATIONS BRANCH

MITT 18

### INVESTMENT SERVICES SECTION

Hearst Block, 5th Flr.  
 900 Bay St.  
 Queen's Park, Toronto M7A 2E1  
 416-965-9700

This section is primarily concerned with marketing Ontario as an attractive location for new **investment**, and sustaining the investment of **businesses** already established in the province. Specific responsibilities include mergers, acquisitions and special investment projects.

## INVESTMENT AND REGIONAL OPERATIONS BRANCH

MITT 19

### PLANT LOCATION AND MUNICIPAL LIAISON SECTION

Hearst Block, 6th Flr.  
 900 Bay St.  
 Queen's Park, Toronto M7A 2E1  
 416-965-7299

The Plant Location and Municipal Liaison Section offers a confidential consulting and locating service to **industries** considering the establishment of new or expanded manufacturing facilities. Consultative services and publications on industrial development, industrial parks and promotion are available to **municipalities**. Information may also be obtained from field offices listed under this Ministry's Investment and Regional Operations Branch entry.

## INVESTMENT AND REGIONAL OPERATIONS BRANCH

MITT 20

### BUSINESS IMMIGRATION SECTION

Hearst Block, 6th Flr.  
 900 Bay St.  
 Queen's Park, Toronto M7A 2E1  
 416-965-5331

The Business Immigration Section counsels foreign **business** persons intending to immigrate to Canada, and determines the viability of their business prospects in Ontario. Recommendations are made to the Canada Employment and Immigration Commission, and taken into consideration when the entrepreneur applies for permanent residence in Canada.

The section also plays an advocacy role in other **immigration**-related matters, such as the transfer of key personnel from other countries to new Ontario operations.

USA AND LATIN AMERICA BRANCH

MITT 21

Hearst Block, 5th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-965-5834

In the USA and Latin America, this branch directs the development and implementation of international marketing and field services delivery programs which will, by expanding international trade, support the growth of productive, stable employment in Ontario.

The following offices report to this branch:

1100 Circle 75 Parkway, Ste. 620  
**Atlanta, Georgia 30339**  
404-956-1981

14901 Quorum Dr., Ste. 485  
**Dallas, Texas 75240**  
214-386-8071

Prudential Tower, Ste. 4066  
800 Boylston St.  
**Boston, Massachusetts 02199**  
617-266-7172

700 S. Flower St., Ste. 1420  
**Los Angeles, California 90017**  
213-622-4302

208 South LaSalle St., Ste. 1806  
**Chicago, Illinois 60604**  
312-782-8688

800 Third Ave., Ste. 2800  
**New York, New York 10022**  
212-308-1616

EUROPE/MIDDLE EAST/AFRICA BRANCH

MITT 22

Hearst Block, 5th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-965-9709

In Europe, the Middle East and Africa, this branch directs the development and implementation of international marketing and field services delivery programs which will, by expanding international trade, support the growth of productive, stable employment in Ontario.

The following offices report to this branch:

*Ontario House*  
21 Knightsbridge  
**London SW1, England**  
011-44-1-245-1222

The Agent General, **Ontario House**, is responsible for representational and other activities in Britain and Ireland on behalf of all Ontario Government ministries. This office acts as a cultural representative; promotes Ontario tourism; provides the public, business groups and the media with information on Ontario; and develops agricultural opportunities in Europe.



*Ontario House*  
109 rue du Faubourg  
Saint-Honore  
**75008 Paris, France**  
011-33-1-4-563-1634

*Ontario House*  
Bockenheimer Landstrasse 51/53  
**D-6000 Frankfurt/Main, West Germany**  
011-49-69-72-0971

**PACIFIC RIM BRANCH**  
Hearst Block, 3th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-965-5701

MITT 23

In the Pacific Rim, this branch directs the development and implementation of international marketing and field services delivery programs which will, by expanding international trade and attracting foreign investment, support the growth of productive, stable employment in Ontario.

The following offices report to this branch:

*Tokyo*  
World Trade Centre Bldg., Ste. 1219  
4-1 Hamamatscu-cho 2 chome  
Minato-ku  
**Tokyo 105, Japan**  
011-81-3-436-4355  
Facsimile 011-81-3-436-2735  
Telex 72-27145

*Seoul*  
Government of Ontario/Canada  
The Embassy of Canada  
Kolon Bldg., 10th Flr.  
45 Mukyo-Dong, Jung-ku  
C.P.O. Box 6299  
**Seoul 100, Korea**  
011-82-02-753-2605/8 or  
011-82-02-753-7290/3  
Facsimile 011-82-02-755-0686  
Telex K27425

*Singapore*  
Office of the Agent of Ontario  
541 Orchard Rd.  
Liat Towers, Ste. 10-03  
**0923 Singapore**  
011-65-732-4567  
Facsimile 011-65-737-1622  
Telex 87-56941

**CHINA AND SOUTH ASIA BRANCH**  
Hearst Block, 5th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-965-2781

MITT 24

In the People's Republic of China, Hong Kong and India, this branch directs the development and implementation of international marketing and field services delivery programs which will, by expanding international trade, support the growth of productive, stable employment in Ontario.

The following offices report to this branch:

*Hong Kong*  
Admiralty Centre, Tower 1, Ste. 1303  
118 Harcourt Rd.  
**Hong Kong**  
011-852-5-276421

*Ontario-Jiangsu Science and Technology Centre*  
Taipingwenwai, Suojincun  
Nanjing, Jiangsu, People's Republic of China  
653154  
Telex: 34084 Jostc On

**ASSISTANT DEPUTY MINISTER - NORTHERN ONTARIO**

**NORTHERN ONTARIO**  
500 Bay St., 2nd Flr.  
Sault Ste. Marie P6A 1X4  
705-942-8000

**MITT 25**

This office develops and directs policy, strategy, program delivery and new initiatives to encourage the growth of productive resources and **employment** in the private sector of Northern Ontario.

The following offices report to the Assistant Deputy Minister - Northern Ontario:

147 McIntyre St.  
**North Bay P1B 2Y5**  
705-472-9660  
To contact North Bay region  
call 1-800-461-1569  
(Northern Ontario Area)

*Ontario Centre for Resource Machinery*  
127 Cedar St., 4th Flr.  
**Sudbury P3E 1B1**  
705-673-6606

500 Bay St., 2nd Flr.  
**Sault Ste. Marie P6A 1X4**  
705-942-8000  
To contact Sault Ste. Marie region call  
1-800-461-2287  
(Northern Ontario Area)

435 James St. S., 3rd Flr.  
Box 5000  
**Thunder Bay P7C 5G6**  
807-475-4088  
To contact Thunder Bay region call  
1-800-465-5060  
(Northern Ontario Area)

199 Larch St., 4th Flr.  
**Sudbury P3E 5P9**  
705-675-4330  
To contact Sudbury region call  
1-800-461-1196  
(Northern Ontario Area)

273 Third Ave., Ste. 200  
**Timmins P4N 1E2**  
705-264-5393  
To contact Timmins region call  
1-800-461-9848  
(Northern Ontario Area)

**FINANCE AND SYSTEMS BRANCH**  
Hearst Block, 9th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-965-4303

**MITT 26**

The branch provides management planning, program evaluation, budgeting, financial accounting, information technology, library and records management services to the Ministry. Public access to Ministry information (Freedom of Information), and financial

administrative support to the Ministry's International Offices are coordinated by the branch. It also provides financial accounting services to the Ministry of Tourism and Recreation.

The Financial Services Section (965-4303) provides the following financial accounting services to both ministries: processing of suppliers invoices, employees' expenses and charges from other ministries; maintenance of the financial information system; production of Public Accounts reports; and liaison with the Provincial Auditor.

The Program and Resources Coordination Section (965-4011) provides operational, program evaluation and budget planning services; monitors and reports on budget performance; and liaises with central agencies concerning the Ministry's estimates, and in-year financial reporting and resources requests.

The International Offices Administration Section (963-0637) develops policies and procedures for foreign services employees. It also provides financial and administrative support services to the International Offices and foreign services employees.

The Corporate Systems Section (965-1879) coordinates development of the Ministry's strategic information technology planning, and implementation and maintenance of computerized and office information systems, including systems training.

The Freedom of Information Section (965-4303) develops and coordinates Ministry policies and procedures for public access to Ministry information.

The Company Information Centre (965-7972) maintains a computerized data base on Ontario's manufacturing and tradeable service companies; provides reports to support Ministry programs; and publishes the 'Made in Ontario' directory.

The Information Centre (965-3365) provides Ministry staff with library services, including access to external data bases, and records and forms management services.

#### HUMAN RESOURCES BRANCH

MITT 27

Hearst Block, 9th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-965-4259

The branch is responsible for the establishment of Human Resources policies and procedures, classification and compensation levels for Ministry employees; staff recruitment; employee counselling; labour relations; and the maintenance of personnel, payroll and employee benefit records. Liaison is provided between the Ministry and the Civil Service Commission, Human Resources Secretariat, Management Board of Cabinet, and the Ontario Public Service Employees Union (OPSEU).

The branch is also responsible for the Ministry's **Employment Equity Program**. This program plans, develops and coordinates activities to increase equal opportunity for women, visible minorities, disabled persons, native peoples and francophones.



# MANAGEMENT SERVICES BRANCH

MITT 28

Hearst Block, 10th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-965-4566

The Management Services Branch provides purchasing services, supply management, warehousing, printing, duplicating, mail, courier, travel services, and assets management to the Ministry of Industry, Trade and Technology. The branch liaises with the Ministry of Government Services to coordinate common services such as telephones, acquisition and design of office accommodation and purchasing of commonly used supplies. International office accommodation and office safety supervision are also branch responsibilities.

# ONTARIO INTERNATIONAL CORPORATION

MITT 29

56 Wellesley St. W. 7th Flr.  
Queen's Park, Toronto M7A 2E7  
416-965-3013

The Ontario International Corporation (OIC) markets the expertise of Ontario architects, consulting engineers, management consultants and contractors **internationally** in major capital development projects. **OIC** also coordinates consulting, technical and **educational** training packages with appropriate Ontario **businesses** by acting as a government-to-government contact in foreign markets, and promotes and supports internationally the Ontario Government's expertise and systems. Although OIC is not a funding agency, it provides contacts and analysis of priority market opportunities. It also introduces Ontario entrepreneurs to foreign clients, and assists in bringing influential officials from developing countries to Ontario to see the educational system in community colleges and universities and the potential of provincial firms.

# ASSISTANT DEPUTY MINISTER - POLICY AND TECHNOLOGY

## POLICY AND TECHNOLOGY DIVISION

MITT 30

Hearst Block, 7th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-963-1373

This division is responsible for the creation and implementation of new development and manufacturing processes within innovation and technology programs, and technology transfers. The Industry and Trade Policy Branch, Strategic Planning Secretariat, and Technology Policy Branch, described in separate entries, report to this division.

**Ontario Technology Centres** are listed below:

*Ontario CAD/CAM Centre*  
400 Collier - MacMillan Dr.  
**Cambridge N1R 7H7**  
519-622-3100  
Direct line from Toronto: 453-1531

*Ontario Centre for Farm Machinery  
and Food Processing Technology*  
870 Richmond St.  
**Chatham N7M 5J5**  
519-354-6883

*Ontario Centre for Microelectronics*  
30 Colonnade Rd.  
**Nepean K2E 7J6**  
613-723-7499

*Ontario Centre for Automotive  
Parts Technology*  
63 Church St.  
**St. Catharines L2R 3C4**  
416-688-2600

*Ontario Centre for  
Advanced Manufacturing  
(Central Office)*  
190 Attwell Dr., Ste. 402  
**Rexdale M9W 6H8**  
416-675-4363

*Canada-Ontario Centre for  
Advanced Manufacturing-Windsor*  
2795 Kew Dr.  
**Windsor N8T 3B7**  
519-974-3377

## INDUSTRY AND TRADE POLICY BRANCH

MITT 31

Hearst Block, 6th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-965-0629

The Industry and Trade Policy Branch has separate units for industry policy and trade policy.

Branch policies and programs are aimed at improving the growth and competitiveness of Ontario's **industries**. **Research** is also undertaken to strengthen Ontario's position in international trade negotiations.

Staff monitor and brief senior management on current issues such as foreign trade restrictions, industrial development opportunities and investment, and related government policies and programs.

## STRATEGIC PLANNING SECRETARIAT

MITT 32

Hearst Block, 7th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-965-7196

The Strategic Planning Secretariat advises senior management on Ministry strategy, long range policy issues related to **industrial** competitiveness, the strategic planning process, and federal- provincial economic development issues.

The Secretariat also coordinates the Ministry's contribution to the Cabinet Committee process. Other responsibilities include liaison with central agencies, staff support for the Ministry's Policy Committee, preparation of briefing books for Cabinet Committees, monitoring of legislative initiatives relevant to the Ministry, and analysis of a variety of horizontal policy issues.

The Secretariat is organized into three groups: Current Issues Management, Strategic Directions, and Federal-Provincial Economic Development Issues.

## TECHNOLOGY POLICY BRANCH

MITT 33

Hearst Block, 7th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-963-1373

The branch's mandate is to develop, implement, monitor and evaluate Science and Technology Policies and Programs within the Ontario Government. Aims include improving the internal policy-making process for Science and Technology issues and concerns; ensuring effective representation of Ontario's interests within intergovernmental forums; fostering greater synergy between the private, university and government sectors; and assisting the private sector in improving its competitiveness.

The Technology Policy Branch has three sections, Program Coordination, Program Development and Policy Coordination.

## ONTARIO RESEARCH FOUNDATION

MITT 34

Sheridan Park

Mississauga L5K 1B3

416-822-4111

The Ontario Research Foundation (ORF) is a comprehensive **technology** consulting enterprise serving commercial and government organizations. It helps businesses to innovate, through product and process development, and to improve productivity, product quality and competitiveness.

ORF serves more than 2,000 clients annually. Work is done on a fee-basis with charges set to provide cost recovery. There is no charge for initial meetings to establish the scope of work.

A portfolio style of management prevails, with nine business centre managers reporting to two division heads. Areas covered include problem-solving in production and processing, testing, **research** and product development. Expertise in many fields and specialized equipment are available.

Business and technical viewpoints can be applied simultaneously to clients' needs. Consultants are able to take a multidisciplinary approach, combining the skills resident in different areas to form project teams and bring synergy to client ideas and problems.

## THE DEVELOPMENT CORPORATIONS

MITT 35

56 Wellesley St. W.

Toronto M7A 2E7

416-965-4622

The Ontario Development Corporation (ODC), Eastern Ontario Development Corporation (EODC), and Northern Ontario Development Corporation (NODC) encourage and assist in the development and diversification of Ontario **industry** by providing: **financial assistance** through bank guarantees, term **loans** and incentive loans; sites, facilities and services in two industrial parks; and technical, **business** and financial information and advice. **Tourism** operations, secondary **manufacturing** industries and selected service industries may avail themselves of this service. Financial assistance is available for establishing new operations, expanding existing ones, purchasing fixed assets of Ontario-based foreign-owned companies, buying **pollution control** and **energy-saving** equipment, **export financ-**



ing, and initial production of new high technology products. Contact the corporations' head office or appropriate field office, listed below, for further information.

**ONTARIO DEVELOPMENT CORPORATION**

119 King St. W.  
P.O. Box 2112  
**Hamilton L8N 3Z9**  
416-521-7785  
If long distance dial  
1-800-263-2121

305 King St. W., Ste. 507  
**Kitchener N2G 1B9**  
519-744-1991  
If long distance dial  
1-800-265-2428

195 Dufferin Ave., Ste. 607  
**London N6A 1K7**  
519-433-2871  
If long distance dial  
1-800-265-4746

4 Robert Speck Parkway, Ste. 1140  
**Mississauga L4Z 1S1**  
416-279-9150  
If long distance ask Operator  
for Zenith 42920

5 Fairview Mall Dr., Ste. 480  
**Toronto M2J 2Z1**  
416-491-7996  
If long distance ask Operator  
for Zenith 42920

**EASTERN ONTARIO DEVELOPMENT CORPORATION**

1055 Princess St., Ste. 308  
**Kingston K7L 5T3**  
613-545-4445  
If long distance ask Operator  
for Zenith 42920

56 Sparks St., Ste. 404  
**Ottawa K1P 5A9**  
613-566-3707  
If long distance ask Operator  
for Zenith 42920

400 Pembroke St. East  
**Pembroke K8A 3K8**  
613-735-2306

139 George St. N.  
**Peterborough K9J 3G6**  
705-742-3490  
If long distance ask Operator  
for Zenith 59130

**NORTHERN ONTARIO DEVELOPMENT CORPORATION**

229 Second St. S.  
**Kenora P9N 1G1**  
807-468-3758

500 Bay St., 2nd Flr.  
**Sault Ste. Marie P6A 1X4**  
705-942-8000

199 Larch St., 4th Flr.  
**Sudbury P3E 5P9**  
705-675-4333  
If long distance dial  
1-800-461-1196

435 James St. S.  
P.O. Box 5000  
**Thunder Bay P7C 5G6**  
807-475-5322  
If long distance ask Operator  
for Zenith 42920

273 Third Ave., Ste. 200

**Timmins P4N 1E2**

705-264-1323

If long distance ask Operator  
for Zenith 42920

**INNOVATION ONTARIO CORPORATION**

**MITT 36**

56 Wellesley St. W.

Toronto, M7A 2E7

416-963-5717

The Innovation Ontario Corporation seeks to reduce the risks of starting new, technology-based businesses in Ontario.

Focussing on technology-based products, processes and services, Innovation Ontario provides financial assistance and a range of technical, business and information services to Ontario's inventors, entrepreneurs and small-to-medium size companies.

The Corporation's primary objective is to enable new businesses to attract sufficient private sector investment for sustained growth and profitability.

**ACTS**

**MITT 37**

The Ministry of Industry, Trade and Technology is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Development Corporations Act, (1984)

Massey-Ferguson Limited Act, (1981)

Ministry of Industry and Trade Act (1982)

Ontario Regulation 241/84 - Ontario International Corporation

Ontario Regulation 550/86 - Innovation Ontario Corporation

Research Foundation Act, (1944)

Technology Centres Act, (1982)

## MINISTRY OF INTERGOVERNMENTAL AFFAIRS

Mowat Block, Queen's Park

Toronto M7A 1C2

The Ministry of Intergovernmental Affairs is responsible for managing Ontario's relations with the federal, provincial and foreign governments. The Ministry also arranges visits to Ontario by heads of state and other important personages, and stages special events, such as Canada Day, at Queen's Park.

### DEPUTY MINISTERS OFFICE

#### COMMUNICATIONS BRANCH

MIA 1

Mowat Block, 6th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1C2

416-965-4706

miconet 416-928-1016

facsimile 416-965-2096

The Communications Branch meets the communications and advertising needs of the Ministry, and provides media services on a government-wide basis for special events, such as the Swearing-in Ceremony, visits by Heads of State and Royalty, and Canada Day (July 1st) celebrations.

The Branch is involved with the writing, production, distribution and translation of news releases, speeches, publications and statements.

Through contacts with the federal government and Ontario ministries, the branch coordinates **programs** for foreign government officials visiting Ontario.

Updates on Ontario and national news are provided to the province's offices in North America, the United Kingdom, Europe and south-east Asia through the miconet system. The branch also monitors events in other provinces, and ensures that Ontario's position on issues of mutual concern reaches governments in Canada and abroad.

### DIRECTION DES COMMUNICATIONS

La Direction des communications se charge de tous les besoins publicitaires et en communication du ministère, ainsi que des relations avec les médias à l'occasion d'événements spéciaux tels que les cérémonies d'assermentation, la visite en Ontario de chefs d'État étrangers et de membres de la famille royale et la Fête du Canada, le 1er juillet.

La Direction est aussi responsable de la production, distribution et traduction de communiqués de presse, discours, publications et allocutions.

En collaboration avec des représentants du gouvernement fédéral et d'autres ministères provinciaux, la Direction prépare et coordonne le programme des délégations étrangères officielles et des journalistes qui visitent l'Ontario.

Par l'intermédiaire d'un système de télécommunication, la Direction fournit régulièrement des informations sur la province aux bureaux du gouvernement situés aux États-Unis, en Angleterre, en Europe et en Asie du Sud-Est. La Direction suit également de près l'évolution de la politique dans les autres provinces et informe les gouvernements provinciaux, fédéral et étrangers de la position de l'Ontario sur les questions d'intérêt réciproque.



## PLANNING AND MANAGEMENT GROUP

MIA 2

Mowat Block, 6th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1C2

416-965-5514

Planning and Management Group's administrative support to the Ministry includes internal and long-range policy planning, liaison with Cabinet committees and other ministries, preparation of annual estimates, monitoring of expenditures and human resources development policy. The Group is responsible for Ministry participation in a number of government activities, including the **Employment Equity Program**.

## OFFICE OF PROTOCOL

MIA 3

Mowat Block, 5th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1C2

416-965-1215

The Office of Protocol answers inquiries from other branches, agencies and the public about **protocol** procedure and social etiquette. It coordinates VIP visits; arranges official Ontario **ceremonies**, conferences and special events; and administers the **Ontario Honours and Awards Program**. A **hospitality fund** provides resources for functions (e.g., luncheons, dinners, receptions) when the government officially welcomes visitors to Ontario or associations which host national or international conferences within the province. Requests for assistance should be made in writing to: The Minister of Intergovernmental Affairs, Queen's Park, Toronto M7A 1C2.

## FEDERAL-PROVINCIAL RELATIONS BRANCH

MIA 4

Mowat Block, 5th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1C2

416-965-2927

The Federal-Provincial Relations Branch provides policy advice on Ontario's participation in **federal-provincial** and **interprovincial** relations. Intergovernmental Affairs representatives in Ottawa and Quebec City report on activities of the federal government and the government of Quebec. The branch assesses current **constitutional issues** in Confederation, including the distribution of powers and the reform of central institutions. It identifies the effect of policy and program initiatives on Ontario's relations within Confederation; makes recommendations to ministries on specific interprovincial or federal-provincial issues; assists ministries in their intergovernmental relations and coordinates preparations for the Premier's participation at **First Ministerial Level Conferences**. Through the **Ontario-Quebec Commission for Cooperation (OQCC)**, the branch promotes educational, public administration and cultural exchanges with Quebec by governments, individuals, schools and organizations.

## ONTARIO-QUEBEC COMMISSION FOR COOPERATION

MIA 5

Mowat Block, 5th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1C2

416-965-2041

The Ontario-Quebec Commission for Cooperation (OQCC) promotes **cultural** and **educational exchanges** between governments, individuals, schools and organizations in Ontario and **Quebec** to foster understanding and cooperation between residents of the two provinces. The OQCC encourages Ontario and Quebec ministries responsible for such areas as education and cultural affairs to provide joint program funding and grants. It also coordinates exchanges between Ontario and Quebec civil servants to permit sharing of views and experiences on common problems of public administration.

## INTERNATIONAL RELATIONS BRANCH

MIA 6

Mowat Block, 5th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1C2

416-965-3356

The International Relations Branch provides policy advice to the Government on Ontario's **international** activities, and the impact of foreign trends on provincial interests. It also serves as a **federal-provincial** liaison between the **Department of External Affairs** and the Ontario Government. The Branch coordinates Ontario's participation in international conferences, assessment of **treaties** and international agreements, visits of foreign dignitaries and delegations and visits abroad by the Premier and members of Cabinet; administers **emergency** relief assistance following natural **disasters** or social upheavals abroad, and organizes Ontario's international strategies for consideration by the Deputy Ministers' Committee on International Relations. The branch has officers in the Ontario Houses in Paris and Tokyo and in the Ontario Office in Frankfurt. The branch coordinates the twinning relationship with Jiangsu Province in the People's Republic of China. (see MITT entry: Europe and Middle East Section, Pacific Rim Section, China Section).

## ACTS

### ACTS

MIA 7

The Ministry of Intergovernmental Affairs is responsible for the Ministry of Intergovernmental Affairs Act. To determine which branch administers the Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

## MINISTRY OF LABOUR

400 University Ave.  
Toronto M7A 1T7

In 1882, the Ontario Government established the Bureau of Industry under the Department of Agriculture. In 1900, a Bureau of Labour came into being, and labour affairs were transferred from the Department of Agriculture to Public Works. The Bureau was replaced in 1916 by the Trades and Labour Branch, still under Public Works. In April 1919, Bill 169 brought all labour matters under the new Department of Labour. It was renamed the Ministry of Labour in 1970, when the Department of Labour Act was repealed and replaced by the Ministry of Labour Act.

The Ministry of Labour serves employees and employers by promoting sound industrial relations, safe working conditions and equality of treatment and opportunity in employment. Programs are concerned with the rights and responsibilities of the individual worker; management and labour; and health and safety in the work place. The Ministry is assisted by a range of specialized agencies, boards and commissions, including the Workers' Compensation Board, the Ontario Labour Relations Board, the Advisory Council on Occupational Health and Occupational Safety, the Workers' Compensation Appeals Tribunal, the Public Service Appeal Boards, the Industrial Disease Standards Panel, and the Pay Equity Commission.

### DEPUTY MINISTERS OFFICE

PAY EQUITY COMMISSION  
150 Eglinton Ave. E., 5th Flr.  
Toronto M4P 1E8  
416-481-4464  
Toll-free 1-800-387-8813/87

LABOUR 1

The Pay Equity Commission has been established to assist all parties in achieving pay equity in the workplace. The Commission comprises the Pay Equity Office, which has a mandate to provide information, public education and complaint resolution, and the Pay Equity Hearings Tribunal, which has a mandate to provide independent hearing in cases where agreement cannot be reached.

Implementation of the **Pay Equity Act** is a self-managed process undertaken by employers and employees or bargaining agents, with minimal involvement, if any, from the Commission.

LEGAL SERVICES BRANCH  
400 University Ave., 25th Flr.  
Toronto M7A 1T7  
416-965-6625

LABOUR 2

The Legal Services Branch counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. The branch also supplies general legal services, such as conducting litigation, settling claims, acting at court hearings, etc., and providing opinions to the Ministry relating to the Occupational Health and Safety Act, the Employment Standards Act, and the Workers' Compensation Act, among others. The Legal Services Branch is responsible to the Attorney General's Office.



## COMMUNICATIONS BRANCH

LABOUR 3

400 University Ave., 15th Flr.  
 Toronto M7A 1T7  
 416-965-7941

The Communications Branch informs the public, client groups and the media about the Ministry's activities, and provides communications support to the Minister, the Deputy Minister, senior managers and program areas. Activities include communication, planning, media liaison, and production and distribution of information materials.

The branch also operates an **Information Centre** on the main floor of the Ministry's offices at 400 University Avenue, Toronto (965- 9500) which provides general information and referrals for Ministry programs.

## COORDINATOR OF FRENCH LANGUAGE SERVICES

LABOUR 4

400 University Ave., 14th Flr.  
 Toronto M7A 1T7  
 416-965-7795

The French Language Services Coordinator implements, within this Ministry, the government's policy on providing French language services to the Franco-Ontarian public.

## COORDONNATEUR DES SERVICES EN FRANÇAIS

Le coordonnateur des services en français de ce ministère est responsable de la mise en oeuvre et du contrôle de la politique du gouvernement en matière de services en langue française (services aux Franco-Ontariens en langue française).

## ONTARIO QUALITY OF WORKING LIFE CENTRE

LABOUR 5

400 University Ave., 15th Flr.  
 Toronto M7A 1T7  
 416-965-5958

Quality of Working Life (QWL) refers to a set of values, concepts, and methods for the design of work systems in which people are directly involved in the decision-making process affecting their job and work environment. QWL integrates the self-fulfilment of **employees** and the economic performance of the organization. The Ontario Quality of Working Life Centre provides assistance to management, unions, and workers in developing QWL activities, and offers opportunities for training individuals and organizations in QWL approaches. Responsibilities include undertaking information and **research** activities; promoting a community interest in QWL concepts; and publishing a newsletter on QWL developments, as well as occasional papers and pamphlets.

## LABOUR POLICY AND PROGRAMS

## HANDICAPPED EMPLOYMENT PROGRAM

LABOUR 6

400 University Ave., 10th Flr.  
 Toronto M7A 1T7  
 416-965-2321

The Handicapped Employment Program provides **employment equity** consulting services to employers on initiatives to increase **employment** opportunities for workers with disabili-

ties. The program is active in community development to identify and resolve barriers to the employment of **disabled people** at a local level. Links are facilitated, at both a community and provincial level, between employers, trade unions, health professionals, persons with disabilities, special interest groups, voluntary programs, social agencies, related government programs, educators, architects and insurers. The program provides a public resource centre (a list of resources is available upon request); engages in public education; advises persons with disabilities seeking employment or promotion; and advises government on policy and **legislation** affecting the employment of disabled people. **Publications** include 'Taking Aim: Job Search Strategies for People with Disabilities', 'Profile: 34 people with disabilities talk about their careers' and 'What it Takes: Planning and Employment Equity Program for People with Disabilities'. The first two are available in French and on audio cassette (in French and English).

#### EMPLOYMENT ADJUSTMENT BRANCH

LABOUR 7

400 University Ave., 15th Flr.

Toronto M7A 1T7

416-965-0853

FAX 416-963-3286

This branch coordinates various ministries' programs to respond to particular plant closures by Ontario **industry**. The branch advises the public on requirements under the Employment Standards Act concerning the termination of **employment** in Ontario.

#### POLICY BRANCH

LABOUR 8

400 University Ave., 15th Flr.

Toronto M7A 1T7

416-965-9764

FAX 416-965-3027

The Policy Branch provides the Minister and senior officials with information, analysis and advice to assist in the development, adoption and implementation of policies, programmes and legislation related to the workplace.

#### EMPLOYMENT STANDARDS BRANCH

LABOUR 9

400 University Ave., 3rd Flr.

Toronto M7A 1V2

416-965-5251

FAX 416-965-0547

The branch is responsible for the administration and enforcement of the **Employment Standards Act**, **Industrial Standards Act**, **Employment Agencies Act**, and the Ontario Government Fair Wage Schedules.

The Employment Standards Act provides for minimum terms and conditions of **employment**, called employment standards. It sets out the maximum number of hours which can be worked in the day or week; creates a minimum **wage**; requires overtime **pay** of at least one and one-half times the employee's regular rate; and establishes paid public **holidays**. The Act also requires equal pay for equal work; prohibits discrimination on the basis of sex, age or marital status in employer-provided benefit plans; institutes an entitlement to **pregnancy leave**; forbids lie detector testing; obligates an employer to provide notice of termination or pay in lieu thereof; and, in certain cases, imposes a separate liability for severance pay. For information on employment standards, contact the offices listed below.

Under the Industrial Standards Act, employees and employers may jointly request a schedule of **working conditions** for their particular industry. The schedule must be prepared and accepted by both groups and approved by the Ministry, in order to become the standard for that industry or trade in a designated zone. Any properly defined industry may take advantage of the legislation; it is now being utilized by the garment and fur industries.

The **Fair Wage Schedule** on government contracts ensures that employees working on government projects in the construction, building cleaning and security guard industries receive fair **labour** rates. Contractors are offered a measure of protection from unfair competition based on labour costs when bidding on government contracts. Such contracts contain wage and labour conditions which are applicable to the zone where the work is being carried out, and which must be adhered to by the contractor(s).

The Employment Agencies Act provides for the licencing and regulation of employment agencies in Ontario, with respect to dealings with job applicants who use their services to obtain employment. All agencies engaged in 'permanent' placement must apply and qualify for a **licence** before undertaking any recruitment activity.

For information on any of the above three programs, call 965-0631 or dial toll-free 1-800-268-9001.

Ontario Government Building  
119 King St. W., 8th Flr.  
**Hamilton L8N 3Z9**  
416-521-7736  
If long distance dial  
1-800-263-6906

205 Oxford St. E.  
**London N6A 5G6**  
519-439-3231  
If long distance dial  
1-800-265-4707

808 Robertson St.  
**Kenora P9N 1X9**  
807-468-3128  
If long distance dial  
1-800-465-1104

2197 Riverside Dr., Ste. 301  
**Ottawa K1H 7X3**  
613-523-7530  
If long distance dial  
1-800-267-1916

1055 Princess St.  
**Kingston K7L 1H3**  
613-545-4340  
If long distance dial  
1-800-267-0915

390 Bay St.  
**Sault Ste. Marie P6A 1X2**  
705-949-3331  
If long distance dial  
1-800-461-7286

824 King St. W.  
**Kitchener N2G 1G1**  
519-744-8101  
If long distance dial  
1-800-265-2373  
1-800-265-2468

205 King St.  
**St. Catharines L2R 3J5**  
416-682-7261  
If long distance dial  
1-800-263-7260



199 Larch St.  
**Sudbury P3E 5P9**  
705-675-4455  
If long distance dial  
1-800-461-4000

400 University Ave., 3rd Flr.  
**Toronto M7A 1V2**  
416-965-5251  
If long distance dial  
1-800-268-9001

435 James St. S.  
**Thunder Bay P7E 6E3**  
807-475-1691  
If long distance dial  
1-800-465-5016

500 Ouellette Ave.  
**Windsor N9A 1B3**  
519-256-8278  
If long distance dial  
1-800-265-5140

273 Third Ave., Ste. 400  
**Timmins P4N 1E2**  
705-267-6231  
If long distance ask Operator  
for Zenith 57740

#### OFFICE OF THE EMPLOYER ADVISER

LABOUR 10

101 Bloor St. W., Ste. 501  
Toronto M5S 1P7  
416-965-8780  
Toll-free in Ontario  
1-800-387-0774

The Office of the Employer Adviser (**OEA**) is mandated to provide advisory services and to advocate, on behalf of employers, on policy matters pertaining to the Workers' Compensation Act. It was established on October 1, 1985 by Bill 101: An Act to amend the Workers' Compensation Act.

The Office of the Employer Adviser assists **employers** with appeals and in their dealings with the **Workers' Compensation Board (WCB)**; provides information on WCB procedures and policy; and attends WCB and Appeals Tribunal hearings.

#### OFFICE OF THE WORKER ADVISER

LABOUR 11

123 Edward St., 13th Flr.  
Toronto M5G 1E2  
416-965-8570

The Office of the Worker Adviser (**OWA**) assists and represents injured **workers** with WCB claims through all stages of the claims process, including appearances before the **Workers' Compensation Board** and Workers' Compensation Appeals Tribunal. A resource and **information service** focusing on Workers' Compensation issues is also available to the public.

Worker Adviser Service is provided outside Toronto through Regional Offices. To determine which Regional Office services a particular community, please contact the nearest office of the Ministry of Labour.

**FINANCE AND ADMINISTRATION DIVISION****LIBRARY AND INFORMATION SERVICES****LABOUR 12**

400 University Ave., 10th Flr.

Toronto M7A 1T7

416-965-1641

Toll Free Number for Occupational Health and Safety

Information Service: 1-800-387-5404

The **library** collection consists of 70,000 books and reports; 1,200 journal titles; 500 Statistics Canada reports; and Canadian, American and International standards, annual reports and other serials related to the Ministry's areas of responsibility. These include labour relations, women's issues, pay equity, employment, working conditions, employment for the handicapped, occupational health and safety, construction, industrial and mining safety and radiation protection. The library also holds the decisions of the Ontario Labour Relations Board and the Employment Standards Branch, and a collection of judicial decisions under the Occupational Health and Safety Act. A large collection of Microforms, five in-house automated indexes, online access to twelve external computerized database systems, interlibrary loan, photocopying services, and two regularly published library bulletins on Labour Relations, Employment and Pay Equity, and Occupational Health and Safety are available to library clients. Interlibrary loan provides borrowing services to non-Ministry clients. Online computer searches, including SDI searches and in-depth research, are conducted for Ministry of Labour clients only. The Library operates the Ministry **reading room** which provides public access to Ministry publications, statutes and some manuals and internal procedures.

**FINANCIAL MANAGEMENT AND ANALYSIS  
BRANCH****LABOUR 13**

400 University Ave., 2nd Flr.

Toronto M7A 1T7

416-965-4148

The Financial Management and Analysis Branch provides Ministry programs with accounting services, such as financial reporting, accounts payable, payroll, revenue and accounts receivable.

The branch offers the Ministry's executive and program managers financial planning and analysis services, including coordination of the annual resource allocation and estimates process, budget preparation and control, managing-by-results reporting, and implementation of government-wide financial management improvement initiatives. Liaison with other ministries and central government agencies is also provided by the branch.

**ADMINISTRATIVE OPERATIONS BRANCH****LABOUR 14**

434 University Ave., 3rd Flr.

Toronto M5G 1R6

416-965-6115

The Administrative Operations Branch provides the Ministry with the following services: purchasing of goods and services, supply management, printing, duplicating, mail and

transportation, records management, assets management and maintenance of policy and procedures manuals (e.g., Manual of Administration). The branch liaises with the Ministry of Government Services to coordinate such common services as telephones, acquisition and design of office accommodation, and purchasing of commonly used supplies. Provision and supervision of administrative support personnel in the Ministry's district and field offices throughout Ontario are also branch responsibilities.

#### INTERNAL AUDIT

LABOUR 15

434 University Ave., 1st Flr.  
Toronto M7A 1T7  
416-965-4137

Internal Audit is responsible for the Ministry's audit functions, which include the review and appraisal of management, financial and operational controls.

#### HUMAN RESOURCES BRANCH

LABOUR 16

400 University Ave., 2nd Flr.  
Toronto M7A 1T7  
416-965-6121

The Human Resources Branch works mainly in an advisory capacity with line managers whose prime task is personnel matters within their units. The branch is responsible for the establishment of Ministry personnel policies and procedures, employee classification and compensation levels, staff recruitment, human resource planning, succession planning, training, employee counselling, investigation of employee grievances and all matters affecting work conditions and performance. Maintaining the Ministry's personnel, payroll and employee benefit records, and serving as liaison between the Ministry, Management Board and the Ontario Public Service Employees Union (OPSEU) are branch responsibilities.

The branch also administers the Public Service Act, the Crown Employees Collective Bargaining Act and the Collective Agreement, as they relate to Ministry employees.

The Ministry's summer **youth employment** programs, including **Students Training in Industrial Relations (STIR)**, are coordinated by the branch.

#### INFORMATION TECHNOLOGY AND SYSTEMS BRANCH

LABOUR 17

400 University Ave., 12th Flr.  
Toronto M7A 1T7  
416-965-4165

The Information Technology and Systems Branch provides all areas in the Ministry with a complete range of information technology and systems support. This includes manual systems and computer applications, wherever appropriate. Project management covers feasibility studies, cost/benefit analysis, systems design, implementation, data entry, quality control, maintenance, and ongoing scheduling and processing of all operational systems which support program managers.



## ASSISTANT DEPUTY MINISTER OCCUPATIONAL HEALTH AND SAFETY DIVISION

OCCUPATIONAL HEALTH AND SAFETY DIVISION  
400 University Ave.  
Toronto M7A 1T7

LABOUR 18

The division's Program Analysis and Evaluation Section (965-8710) provides planning and analytical support, and coordinates financial and administrative submissions to the Management Board of Cabinet. The section also assembles and analyzes **statistical** and other data on workplace hazards, fatalities, critical injuries, and prosecutions under the Occupational Health and Safety Act.

The Information and Administrative Services Unit (965-8510/8715) provides centralized services, including coordination of systems development, maintenance of line branch computer systems and files, desk top publishing and printing of documents. The unit is responsible for the distribution of the Act and Regulations, as well as other printed materials related to division programs.

The Advisory Service on Occupational Health and Safety (965-5533) establishes working relationships with other organizations involved in occupational health and safety training and education. This office provides student bursaries, and **grants** for occupational health and safety projects, applied **research** and manpower training and development. Administrative and secretariat support is given to the Ministry of Labour's Awards Program; for information on the program, write to this section at the above address.

The Division Training Unit (965-2305) coordinates training of technical and professional staff; provides training in subjects common throughout the division; and produces training material and videotapes.

The Occupational Health and Safety Advisory Service (965-1170) assists parties with labour relations/health and safety problems through dispute resolution and preventive mediation programs. The service also provides a consulting service for the effective functioning of joint health and safety committees.

## POLICY AND REGULATIONS DEVELOPMENT BRANCH

LABOUR 19

400 University Ave.  
Toronto M7A 1T7  
416-965-9740

The branch's Strategic Policy Unit (965-0260) is responsible for the development of division-wide policies and procedures.

The Program Development Unit (965-8710) coordinates the development of regulations for toxic substances, including designated substances regulations made under the Occupational Health and Safety Act.

The Health Studies Service (965-6375) conducts occupational **health research** studies, and provides consultation concerning the effects of occupational and environmental exposure to **chemical** or biological agents on human health.

Safety Regulations (965-8510) develops regulations, under the Occupational Health and Safety Act, to protect workers from safety hazards. These regulations deal with health care workers, fire fighters, onshore oil and gas workers, roll-over protective structures for certain vehicles, window washers and electrical hazards. This office also develops operating policy and procedures for the division.

# CONSTRUCTION HEALTH AND SAFETY BRANCH

LABOUR 20

400 University Ave., 8th Flr.

Toronto M7A 1T7

416-965-7161

1-800-268-8013

This branch is responsible for encouraging **construction** employers and employees across the province to prevent occupational injuries, accidents and fatalities, in order to reduce the economic and social losses resulting from occupational health and **safety** hazards.

The branch administers and enforces the provisions of the **Occupational Health and Safety Act**, R.S.O. 1980 c.321; the Regulations for Construction Projects; the Regulation Respecting Asbestos on Construction Projects and in Building and Repair Operations; and the Regulation Respecting Diving Operations, O/REG. 634/86. This Act encompasses regulations for the **health** and safety of **employees** and on-site **employers**, in the construction industry, performing work on **buildings**, streets, sewers, watermain, underground, using compressed air, or involving diving operations. The branch periodically inspects construction sites, and investigates complaints, refusals to perform unsafe work, **accidents** and fatalities. Prosecutions are usually recommended for contraventions of legislation that could result in critical or fatal injuries to a worker.

The professional engineering staff provide expertise to construction safety managers and officers within the branch, labour-management groups, manufacturers of equipment used in the construction industry, and professionals such as architects, engineers, and diving specialists.

The branch's program is delivered through the head office, located at the above address, and district offices, indicated below. The branch's Training Unit is located in Kitchener at the address shown below.

Ontario Government Bldg.

105 Main St. E., Ste. 807

Hamilton L8N 1G6

416-521-7736

If long distance dial

1-800-263-6906

824 King St. W.

Kitchener N2G 1G1

519-744-8101

If long distance dial

1-800-265-2468/2469

*CHSB Training Unit*

195 King St. W.

Kitchener N2G 1B1

519-744-7221

1055 Princess St.

Kingston K7L 1H3

613-545-4340

If long distance dial

1-800-267-0915

205 Oxford St. E., 2nd Flr.

London N6A 5G6

519-439-3231

If long distance dial

1-800-265-4707

2 Robert Speck Pkwy.  
**Mississauga L4Z 1H8**  
 416-273-7800

2197 Riverside Dr.  
 Pebb Bldg., 3rd Flr  
**Ottawa K1H 7X3**  
 613-523-7530  
 If long distance dial  
 1-800-267-1916

139 George St. N.  
**Peterborough K9J 3G6**  
 705-742-3436

390 Bay St., 3rd Flr.  
**Sault Ste. Marie P6A 2A7**  
 705-949-3331  
 If long distance dial  
 1-800-461-7268

2500 Lawrence Ave. E.  
**Scarborough M1P 2R7**  
 416-750-3557

205 King St. W.  
**St. Catharines L2R 3J5**  
 416-682-7261  
 If long distance dial  
 1-800-263-7260

199 Larch St., 6th Flr.  
**Sudbury P3E 5P9**  
 705-675-4455  
 If long distance dial  
 1-800-461-4000

**INDUSTRIAL HEALTH AND SAFETY BRANCH**  
 400 University Ave., 9th Flr.  
 Toronto M7A 1T7  
 416-965-4125

Established under the **Occupational Health and Safety Act**, the branch administers programs designed to reduce the incidence of illness and injury among workers in **industry** and institutions. (For the construction and mining industries, see the Construction Health and Safety Branch, and the Mining Health and Safety Branch.)

The branch encourages employers and employees to assume primary responsibility for occupational **health** and **safety** programs. Consultation and assistance are provided to recognize, evaluate and control potential problems, and establish ongoing safety programs

435 James St. S.  
 Postal Station 'F'  
**Thunder Bay P7E 6E3**  
 807-475-1691  
 If long distance dial  
 1-800-465-5016/17

Timcor Bldg., 4th Flr.  
 273 Third Ave.  
**Timmins P4N 1E2**  
 705-267-6231  
 If long distance dial  
 1-800-461-9847

400 University Ave., 8th Flr.  
**Toronto M7A 1T7**  
 416-965-7161  
 If long distance dial  
 1-800-268-8013

500 Ouellette Ave., Rm. 305  
**Windsor N9A 1B3**  
 519-256-8278  
 If long distance dial  
 1-800-265-5140

**LABOUR 21**



and internal responsibility systems. Industrial Health and Safety Officers, operating out of 17 district offices throughout the province, periodically inspect industrial establishments and logging sites, and investigate refusals to work under unsafe conditions, **deaths** and serious **accidents**. Regional engineers in the district offices review plans for new **buildings** and alterations to existing ones in order to check for occupational health and safety hazards prior to construction. The head office is responsible for overall program implementation. Industrial Health and Safety Officers and Engineers operate out of the following district offices:

114 Worsley St., 5th Flr.

**Barrie L4M 1M1**

705-722-6642

If long distance dial

1-800-461-4383

Ontario Government Bldg.

119 King St. W., 8th Flr.

**Hamilton L8N 3Z9**

416-521-7736

If long distance dial

1-800-263-6906

1055 Princess St.

**Kingston K7L 1H3**

613-545-4340

If long distance dial

1-800-267-0915

824 King St. W.

**Kitchener N2G 1G1**

519-744-8101

If long distance dial

1-800-268-2373/8 (area code 416)

1-800-265-2468/9 (area code 519)

205 Oxford St. E., 2nd Flr.

**London N6A 5G6**

519-439-3231

If long distance dial

1-800-265-4707

2 Robert Speck Pkwy.

**Mississauga L4Z 1H8**

416-273-7800

If long distance dial

1-800-268-2966

1500 Fisher St., 2nd Flr.

**North Bay P1B 2H3**

705-476-2711

If long distance dial

1-800-461-1654

2197 Riverside Dr.

**Ottawa K1H 7X3**

613-523-7530

If long distance dial

1-800-267-1916

139 George St. N.

**Peterborough K9J 3G6**

705-876-1800

If long distance dial

1-800-461-1425

700 Christina St. N.

**Sarnia N7V 3C2**

519-336-1200

If long distance dial

1-800-265-1416

390 Bay St.

**Sault Ste. Marie P6A 1X2**

705-949-3331

If long distance dial

1-800-461-7286

2500 Lawrence Ave. E., 2nd Flr.

**Scarborough M1P 2R7**

(Metro East)

416-750-3557

If long disatnce dial

1-800-268-6541

205 King St.  
**St. Catharines L2R 3J5**  
 416-682-7261  
 If long distance dial  
 1-800-263-7260

273 Third Ave., 4th Flr.  
**Timmins P4N 1E2**  
 705-267-6231  
 If long distance dial  
 1-800-461-4000

199 Larch St., 6th Flr.  
**Sudbury P3E 5P9**  
 705-675-4455  
 If long distance dial  
 1-800-461-4000

500 Ouellette Ave., Rm 605  
**Windsor N9A 1B3**  
 519-256-8277  
 If long distance dial  
 1-800-265-5140

435 James St. S.  
**Thunder Bay P7E 6E3**  
 807-475-1691  
 If long distance dial  
 1-800-465-5016/7

#### HEALTH & SAFETY SUPPORT SERVICES BRANCH

LABOUR 22

400 University Ave., 7th Flr.  
 Toronto M7A 1T7  
 416-965-3211

The branch provides ministries, industries and workers with a consulting service in the recognition, evaluation and control of exposure to hazardous substances.

The **Occupational Health Medical Service** (965-3610) consists of medical consultants, nurse-consultants and the Chest Clinics. The **medical** consultants evaluate and advise on the health aspects of occupational health problems. The **nurse**-consultants audit medical surveillance programs of designated substances, and provide consultative assistance in the initiation, change or improvement of occupational health programs. The Chest Clinics provide chest X-rays and pulmonary function tests on workers exposed to designated substances, where a medical control program is required.

The Resource Service (965-3873) has a multidisciplinary team of occupational health professionals providing consultation and guidance to field personnel; toxicological assessment of chemicals; notifiability of new chemical and biological agents; statistical analyses of occupational health data; coordination of training programs; and direction of field research in occupational health.

The **Occupational Health Hygiene Service** (965-4066) provides hygiene and ergonomic consultation to the Occupational Health & Safety Division and **industry**. Staff visit **plants** and sites to identify and assess **health** hazards from exposure to chemical, physical and biological agents, and recommend control measures.

The **Occupational Health Laboratory Service** (235-5962) performs **chemical** analyses of biological specimens, **air** samples and industrial materials, and assesses the exposure of workers to hazardous substances.

The **Radiation Protection Service** (235-5922) conducts tests and provides advice to protect workers and the general public from the harmful effects of radiation. This office administers the **X-ray** Safety Regulation 632/86 under the Occupational Health and Safety Act.

The Laboratory within the service analyzes the radioactivity of materials from mining operations, nuclear reactors and users of isotopes.

The branch administers programs from its head office, and regional offices, listed below.

119 King St. W., 8th Flr.  
**Hamilton L8N 3Z9**  
416-521-7736

2500 Lawrence Ave. E.  
**Scarborough M1P 2R7**  
416-750-3557

1055 Princess St., Ste. 301  
**Kingston K7L 5T3**  
613-547-3418

199 Larch St., 6th Flr.  
Ontario Provincial Bldg.  
**Sudbury P3E 5P9**  
705-675-4455

205 Oxford St. E., 2nd Flr.  
**London N6A 5G6**  
519-439-3231

435 James St. S.  
**Thunder Bay P7E 6E3**  
807-475-1661

2 Robert Speck Pkwy., 3rd Flr.  
**Mississauga L4Z 1H8**  
416-273-7800

500 Ouellette Ave.  
**Windsor N9A 1B3**  
519-256-8278

2197 Riverside Dr., Ste. 301  
**Ottawa K1H 7X3**  
613-523-7530

## HEALTH AND SAFETY SUPPORT SERVICES

LABOUR 23

### BRANCH

#### CHEST SERVICE

400 University Ave., 7th Flr.  
Toronto M7A 1T7  
416-965-4075

The Chest Service deals with identification and prevention of respiratory diseases from occupational exposure to hazardous industrial dusts. Regular surveillance of workers is handled through four chest clinics throughout the Province.

*Elliot Lake Chest Clinic*  
50 Hillside Dr. N.  
P.O. Box 68  
**Elliot Lake P5A 1X4**  
705-848-2239

*Timmins Chest Clinic*  
54 Wilson Ave.  
**Timmins P4N 2S6**  
705-264-8571

*Sudbury Chest Clinic*  
1300 Paris Cres.,  
**Sudbury P3E 5S6**  
705-522-0212

*Toronto Chest Clinic*  
880 Bay St., 2nd Flr.  
**Toronto M7A 2C7**  
416-965-4075



**MINING HEALTH AND SAFETY BRANCH**

LABOUR 24

400 University Ave., 7th Flr.  
 Toronto M7A 1T7  
 416-965-1328

This branch administers the **Occupational Health and Safety Act** and **Regulations for Mines and Mining Plants**. Open pits, quarries, metallurgical operations, sand, clay, shale and gravel pits, aggregate plants, peat workings and diamond drilling operations are periodically inspected to control occupational health and safety hazards in the workplace. The branch also carries out air sample testing to ensure a safe working environment; investigates deaths, serious accidents and refusals to perform unsafe work; and consults with labour and management to increase their involvement in identifying and eliminating occupational health and safety hazards. Pre-development plans of new and changing operations are reviewed to check for occupational health and safety hazards before construction.

The Mining Health and Safety Branch delivers programs through seven field offices, listed below.

**FIELD OFFICES**

*Algo Centre*  
 151 Ontario Ave.  
**Elliot Lake P5A 2T2**  
 705-848-2885

1055 Princess St., Ste. 301  
**Kingston K7L 1H3**  
 613-545-4335

38 Second St.  
**Kirkland Lake P2N 1R1**  
 705-567-5241

205 Oxford St. E.  
**London N6A 5G6**  
 519-439-3231  
 If long distance dial  
 1-800-265-4707

Provincial Bldg.  
 199 Larch St., 6th Flr.  
**Sudbury P3E 5P9**  
 705-675-4464

435 James St. S., Box 5000  
**Thunder Bay P7C 5G6**  
 807-475-1675/6/7  
 If long distance dial  
 1-800-465-6937

273 Third Ave., 4th Flr.  
**Timmins P4N 1E2**  
 705-267-6231

The Mine Rescue Program trains specialists at each underground mine in mine rescue procedures, in the event of a mine fire or disaster. The Mine Rescue training officers maintain a number of stations (listed below), as well as non-staffed substations equipped with breathing apparatus, fire fighting equipment, and other emergency equipment and supplies to facilitate an immediate response to any mine emergency.

## MINE RESCUE STATIONS

P.O. Box 368  
**Balmertown P0V 1C0**  
807-735-2331

50 Hillside Dr. N.  
**Elliot Lake P5A 1X4**  
705-848-3022

107 Government Rd. W.  
**Kirkland Lake P2N 2E8**  
705-567-4606

205 Oxford St.  
**London N6A 5G6**  
519-439-3231  
If long distance dial  
1-800-265-4707

By statute, all wire ropes used in mine **hoisting** installations must be tested by the **Wire Rope Testing Laboratory** before use and at intervals during service. The Laboratory's address is listed below.

## WIRE ROPE LABORATORY

*Wire Rope Testing Laboratory*  
Whitney Block, Room B441, Basement  
**Queen's Park, Toronto M7A 1W3**  
416-965-1327

## INDUSTRIAL RELATIONS DIVISION

OFFICE OF MEDIATION  
400 University Ave., 5th Flr.  
Toronto M7A 1T7  
416-965-4104

The Office of Mediation's goals are to foster harmonious **labour relations** and to minimize disruption in the economy arising from **strikes** and **lockouts**. The office provides conciliation and mediation services in order to assist the parties in effecting collective agreements. Preventive mediation services are also undertaken during the term of agreement. Parties in a labour dispute must use the government's conciliation services before resorting to strikes or lockouts.

96 Warbler Dr.  
P.O. Box 377  
**Manitouwadge P0T 2C0**  
807-826-4490

P.O. Box 338  
**Onaping P0M 2R0**  
705-966-3844

Notre Dame Square  
746 Notre Dame Ave., Unit 3  
**Sudbury P3A 2T3**  
705-566-4344

P.O. Box 1096  
**Timmins P4N 7J3**  
705-264-7511

**OFFICE OF ARBITRATION**

LABOUR 26

400 University Ave., 25th Flr.  
 Toronto M5G 1S6  
 416-965-5669

The Office of Arbitration assists the Minister in carrying out statutory responsibilities for constituting boards of **arbitration** and appointing single arbitrators under the **Labour Relations Act** and the **Hospital Labour Disputes Arbitration Act**. The office is responsible for the receipt and processing of requests from **employers** and **trade unions** for the appointment of arbitrators and nominees to boards of arbitration. Activities include identifying individuals qualified to act under ministerial appointment; providing administrative services to arbitrators; monitoring the progress of arbitration proceedings; and cataloguing arbitration awards for public availability. In association with the Labour-Management Advisory Committee, which advises the Minister on matters pertaining to arbitration, the office maintains a roster of qualified arbitrators. The office also provides **labour** and management with dispute resolution assistance through **grievance** mediation officers.

The Office of Arbitration has responsibility for coordinating appeals under the **Employment Standards Act**.

**OFFICE OF COLLECTIVE BARGAINING INFORMATION**

LABOUR 27

400 University Ave., 11th Flr.  
 Toronto M7A 1T7  
 416-965-6886

The Office of Collective Bargaining Information provides research and analytical support to the Ministry, labour and management. The office compiles and analyses labour relation information, and prepares regular reports on such matters as collective bargaining trends, wages and benefits. In addition, an extensive and up-to-date collective agreement library is maintained.

**AGENCIES**

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Labour are listed below. Contact the Communications Branch for unlisted agencies.

**ADVISORY COUNCIL ON OCCUPATIONAL HEALTH AND OCCUPATIONAL SAFETY**

LABOUR 28

400 University Ave., 11th Flr.  
 Toronto M7A 1T7  
 416-965-2448

The Advisory Council, which has a membership representative of management, labour, technical or professional persons and the public, advises the Minister on occupational



**health** and occupational **safety** matters. A report on the affairs of the Advisory Council is tabled annually in the legislature as a public document. For public inquiries on occupational health and safety, contact the branch involved or the Ministry's field offices under the Occupational Health and Safety Division.

#### ONTARIO LABOUR RELATIONS BOARD

LABOUR 29

400 University Ave., 4th Flr.  
Toronto M7A 1V4  
416-965-4151

The Ontario Labour Relations Board is a neutral, quasi-judicial tribunal which administers the **Ontario Labour Relations Act**. The Act gives the Board power to deal with specific labour relations matters, including: **certification** of a trade **union**, termination of a trade union's bargaining rights, complaints of unfair **labour** practices, first contract arbitration, declarations of successorship of employers or trade unions, cease and desist orders and declarations of illegal strikes and lockouts, trusteeship of locals of trade unions, consent to prosecute, **arbitration** of grievances in the **construction** industry, and trade union jurisdictional disputes.

The Board also deals with declarations of illegal **strikes** and **lockouts**, cease and desist orders and consents to prosecute under the **School Boards and Teachers' Collective Negotiations Act**; **employee** complaints of being disciplined, penalized or coerced for acting in compliance with the **Occupational Health and Safety Act** and the **Environmental Protection Act**; and declarations of successorship under the **Successor Rights (Crown Transfers) Act**. Certain provisions of the **Hospital Labour Disputes Arbitration Act** and the **Colleges Collective Bargaining Act** are administered by the Board.

For the general public, the Board **publishes** an Annual Report, a booklet entitled 'Guide to the Labour Relations Act', a monthly report of decisions entitled 'Ontario Labour Relations Board Reports', and three pamphlets: 'Rights of Employees, Employers and Trade Unions', 'Certification by the Ontario Labour Relations Board', and 'Unfair Labour Practice Proceedings Before the Ontario Labour Relations Board'. The Board's library is also open to the public (965-0206).

#### PUBLIC SERVICE APPEAL BOARDS

LABOUR 30

180 Dundas St. W., Ste. 2100  
Toronto M5G 1Z8  
416-598-0688

The **Public Service Grievance Board** and **Public Service Classification Rating Committee** (965-1455) are tribunals which hear **appeals** about non-bargaining **Ontario Public Service employees'** grievances regarding discipline, dismissal, working conditions and job classification. The **Crown Employees Grievance Settlement Board** (598-0688) hears grievances arising in bargaining units represented by the **Ontario Public Service Employees Union (OPSEU)**; **Ontario Liquor Boards Employees Union (OLBEU)**; **Canadian Union of Public Employees (CUPE 1750)**; **Workers' Compensation Board (CUPE 767)**; **Ontario Housing Corporation (Metropolitan Toronto)**, (CUPE 3096); **Ontario Housing Corporation (Provincial Division)**; **Amalgamated Transit Union, Local 1587 (ATU)**; and **GO Transit**. The **Ontario Public Service Labour Relations Tribunal** (598-0688) hears appeals regarding union representation, unfair labour practices, bad faith bargaining, union dues, inclusions and exclusions of employees in bargaining units, etc., and administers the **Crown Employees Collective Bargaining Act**. Ad hoc arbitration boards hear and adjudicate disputes between employers and **unions**.

## WORKERS' COMPENSATION BOARD

LABOUR 31

2 Bloor St. E.  
Toronto M4W 3C3

The Workers' Compensation Board (WCB) administers the **Workers' Compensation Act**. It provides: **compensation** payments or awards for work-related **accidents** or industrial **disease**; **pensions** for dependents of workers whose death is the result of an accident or industrial disease; **medical services** (advice to treating agencies, treatment control, special treatment facilities, etc.); **financial assistance** for medical accounts and **hospitalization** costs; **vocational counselling** and **job training** to rehabilitate injured workers. The Board also funds nine **safety** associations and the Workers' Health and Safety Centre, which promote health and safety education for the prevention of occupational injuries and diseases.

The Chairman and Board of Directors report to the Lieutenant Governor in Council through the Minister of Labour, who answers for the Board in the Legislature. The Board maintains a library of research and reference materials (927-4972) and videotapes (927-6922) at its head office in Toronto.

Objections to an adverse decision by the Board's operating division may be directed to its Review Services through either of two branches. If the Decision Review Branch cannot grant the objection, a hearing may be requested from the Hearings Branch. The Board may reconsider any Hearings Branch decision in cases where a hearing has been improperly conducted, an obvious error has occurred, or new evidence is introduced. Clients may appeal the Hearings Branch's decision to the independent Workers' Compensation Appeals Tribunal.

The operating divisions of the Board are Client Services, Policy and Specialized Services, and Corporate Services, and Strategic Policy and Analysis.

Client Services consists of 8 Integrated Service Units (ISUs) which combine claims, health care and vocational rehabilitation services; Regional Operations (927-3738); Divisional Management Services (927-5174); and Divisional Budget, Systems and Support (927-4171).

Policy and Specialized Services consists of Specialized Medical Services (927-4371), the Occupational Disease Branch (927-3774), Policy and Program Development (927-4138), Specialized Vocational Rehabilitation Services (927-3774), Divisional Budget, Systems and Support (927-4355), the Occupational Health and Safety Education Authority (927-4876), and the **Downsview Rehabilitation Centre** (244- 1761).

Under Corporate Services are Financial Services and Administration (927-4390), Human Resources (927-3639), Management Information Services (927-43972), Internal Audit (927-4804), Review Services (927-4150), and Divisional Budget, Systems and Support (927-3663). The Employment Equity Program (927-3748) reports both to Human Resources and directly to the Vice-Chairman of Administration and President.

Under Strategic Policy and Analysis are Actuarial Services (927- 4915), the Board Secretary (927-4005), Office of the General Counsel (927-2462), Strategic Policy (927-2457), Communications (927-3500), and Research and Evaluation (927-4351).

The Board's Investment Fund (927-3513) reports directly to the Vice-Chairman of Administration and President.

Residents outside the local calling area can reach the offices serving them by dialing the operator 'O' and asking for Zenith 58080 for claims enquiries.

*Regional Office*

Standard Life Centre

Plaza Level

20 King St. W.

**Hamilton L8P 4V8**

416-523-1800

(Halton, Hamilton-Wentworth,

Haldimand-Norfolk, Niagara,

County of Brant)

If long distance in area code 416 dial

1-800-263-8488

*Information Service Office*

1055 Princess St., Rm. 303

**Kingston K7L 5T3**

613-544-9682

If long distance in area code 613 dial

1-800-267-9461

*Area Office*

151 Frederick St.

**Kitchener N2M 2M2**

519-576-4130

If long distance in area code 519 dial

1-800-265-2570

*Regional Office*

200 Queens Ave.

**London N6A 1J3**

519-663-2331

(Counties of Huron, Middlesex,

Lambton, Elgin and Oxford)

If long distance in area code 519 dial

1-800-265-4752

*Information Service Office*

128 McIntyre St. W.

**North Bay P1B 2Y6**

705-472-5200

If long distance in area code 705 dial

1-800-461-9521

*Regional Office*

360 Albert St., Suite 200

**Ottawa K1R 7X7**

613-238-7851

(Counties of Renfrew; Leeds and

Grenville; Lanark; Stormont;

Dundas and Glengarry; Prescott

and Russell; Hastings; Lennox-Addington;

Prince Edward; Frontenac; and the

Regional Municipality of

Ottawa-Carleton)

If long distance in area code 613 dial

1-800-267-9601

*Information Service Office*

421 Bay St., 3rd Flr.

**Sault Ste. Marie P6A 1X3**

705-942-3002

If long distance in area code 705 dial

1-800-461-6005

*Information Service Office*

Lake-Carlton Plaza

161 Carlton St., Ste. 201

**St. Catharines L2R 1R5**

416-687-8622

If long distance in area code 416 dial

1-800-263-2484

*Regional Office*

30 Cedar St.

**Sudbury P3E 1A4**

705-675-9301

(Districts of Sudbury, Manitoulin,

Algoma, Timiskaming, Nipissing,

Cochrane, and Parry Sound;

Regional Municipality of Sudbury;

and Municipality of Huntsville)

If long distance in area code 705 dial

1-800-461-3350



*Regional Office*

410 Memorial Ave.

**Thunder Bay P7C 5S2**

807-343-1710

(Districts of Thunder Bay,  
Rainy River, Kenora)If long distance in area code 807 dial  
1-800-465-3934*Information Service Office*

273 Third Ave., Rm. 204

Box 1142

**Timmins P4N 1E2**

705-267-6427

If long distance in area code 705 dial  
1-800-461-9856*Claims Information Centre*

1382 St. Clair Ave. W.

**Toronto M6E 1C6**

416-965-8864

(Italian, Portuguese,  
French, Spanish calls)*Integrated Service Unit #1**Central Ontario East*

2 Bloor St. E., 11th Flr.

**Toronto M4W 3C3**

416-927-9227

*Integrated Service Unit #2**Toronto East*

2 Bloor St. E., 8th Flr.

**Toronto M4W 3C3**

416-927-8533

*Integrated Service Unit #3**Toronto North*

2 Bloor St. E., 10th Flr.

**Toronto M4W 3C3**

416-927-9270

*Integrated Service Unit #4**Construction*

2 Bloor St. E., 18th Flr.

**Toronto M4W 3C3**

416-927-9538

*Integrated Service Unit #5**Central Ontario West*

2 Bloor St. E., 12th Flr.

**Toronto M4W 3C3**

416-927-1840

*Integrated Service Unit #6**Toronto West*

2 Bloor St. E., 17th Flr.

**Toronto M4W 3C3**

416-927-1090

*Integrated Service Unit #7**Central Ontario South*

2 Bloor St. E., 6th Flr.

**Toronto M4W 3C3**

416-927-9537

*Integrated Service Unit #8**Toronto South*

2 Bloor St. E., 16th Flr.

**Toronto M4W 3C3**

416-927-9539

*Counselling and General Enquiry Services*

2 Bloor St. E., 8th Flr.

**Toronto M4W 3C3**

416-927-4662 (Italian)

416-927-4676 (Portuguese)

2 Bloor St. E., 32nd Flr.

416-927-4659 (French)

235 Eugenie St. W.

**Windsor N8X 2X7**

519-256-3461

(Counties of Essex and Kent)

If long distance in area code 519 dial

1-800-265-7350

## WORKERS' COMPENSATION APPEALS TRIBUNAL

LABOUR 32

505 University Ave., 7th Flr.

Toronto M5G 1X4

416-598-4638

416-979-8324 Facsimile

The Workers' Compensation Appeals Tribunal was established to hear and determine **appeals** arising under the **Workers' Compensation Act**. The Tribunal hears appeals from Workers' Compensation Board decisions respecting entitlement to **compensation** or benefits, as well as appeals of assessment or penalties under the Act. The Tribunal also determines the effect of the Workers' Compensation Act on workers' rights to take civil action against their employers.

## ACTS

## ACTS

LABOUR 33

The Ministry of Labour is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or information/communications branch.

Blind Workmen's Compensation Act  
 Crown Employees Collective Bargaining Act  
 Employment Agencies Act  
 Employment Standards Act  
 Government Contracts Hours and Wages Act  
 Hospital Labour Disputes Arbitration Act  
 Industrial Standards Act  
 Labour Relations Act  
 Ministry of Labour Act  
 Occupational Health and Safety Act  
 One Day's Rest in Seven Act  
 Pay Equity Act, 1987  
 Rights of Labour Act  
 Workers' Compensation Act  
 Workmens' Compensation Insurance Act

## MINISTRY OF MUNICIPAL AFFAIRS

777 Bay St., 17th Flr.  
Toronto M5G 2E5

The Ministry of Municipal Affairs is responsible for local government and community planning in Ontario. Through operational and technical assistance, the Ministry encourages renewal activity in municipalities, and sound planning at the community level. Appropriate legislative, institutional, organizational, financial and management arrangements for municipal governments are also determined by the Ministry.

### MINISTERS OFFICE

NIAGARA ESCARPMENT COMMISSION  
232 Guelph St.  
Georgetown L7G 4B1  
416-877-5191

MUN AFF 1

Under the Niagara Escarpment Planning and Development Act, the Commission monitors municipal planning initiatives in the Escarpment area; maintains **audio-visual** presentations, a **library** and a resource centre; and processes amendments to the Niagara Escarpment Plan. The Plan, approved on July 12, 1985, sets out policies for maintaining the Niagara Escarpment and surrounding land as a natural **environment**, and ensuring balanced future use through an interim development control system.

Responsibility for long-term planning initiatives is being transferred from the provincial to the municipal level, and incorporated into municipal planning documents. Until delegation of authority occurs, the Commission will continue to process development **permit** applications. Contact the Georgetown office (416-877-5191) for Dufferin County and the Regional Municipalities of Halton and Peel; the Clarksburg office (519-599-3340) for the Counties of Bruce, Grey and Simcoe; and the Grimsby office (416-945-9235) for the Regional Municipalities of Hamilton-Wentworth and Niagara. From Toronto and Brampton, call 416-453-2468.

NIAGARA ESCARPMENT DEVELOPMENT  
CONTROL

MUN AFF 2

HEARING OFFICE  
777 Bay St., 14th Flr.  
Toronto M5G 2E5  
416-585-7350

This office conducts hearings on appeals of decisions made by the **Niagara Escarpment Commission**.

ONTARIO MUNICIPAL EMPLOYEES RETIREMENT  
BOARD

MUN AFF 3

1 University Ave, Ste. 900  
Toronto, M5J 2P1  
(416)-369-2400  
(416)-967-3739 Investment Department

The Board administers the Ontario Municipal Employees Retirement System (OMERS) Act which provides pension plans for employees of municipalities and local boards in Ontario.



## DEPUTY MINISTER'S OFFICE

### COMMUNICATIONS BRANCH

MUN AFF 4

777 Bay St., 17th Flr.

Toronto M5G 2E5

416-585-7025

416-585-7041 Customer Assistance

The Communications Branch provides information services and acts as a marketing consultant to both the Ministry of Municipal Affairs and the Ministry of Housing.

### LEGAL BRANCH

MUN AFF 5

777 Bay St.

Toronto M5G 2E5

Municipal Law Section, 12th Flr.

416-585-6554

Community Planning Law Section, 16th Flr.

416-585-6723

Legal services for the Ministry of Municipal Affairs and its agencies, including the **Niagara Escarpment Commission** (585-6724), are provided by this branch. It offers counsel on legal matters and documentation, including statutes, regulations, and proposed legislation. The branch also performs legal functions relating to municipal and community planning legislation, and Ministry operations.

### ONTARIO MUNICIPAL AUDIT BUREAU

MUN AFF 6

5400 Yonge St., 2nd Flr.

Willowdale M2N 5R5

416-223-4222

The Ontario Municipal Audit Bureau was established in 1986 to **audit provincial-municipal** transfer payment programs for the ministries of Culture and Communications, Community and Social Services, Environment, Health, Housing, Municipal Affairs, Northern Development and Mines, Tourism and Recreation, Transportation, and Treasury and Economics.

The Bureau ensures that transfer payment recipients comply with relevant agreements and legislation; promotes accountability and good financial management practices; and works closely with the ministries and municipalities providing input to management and audit standards.

### MUNICIPAL EDUCATION AND TRAINING SECRETARIAT

MUN AFF 7

777 Bay St., 11th Flr.

Toronto M5G 2E5

416-585-7254

The Municipal Education and Training Secretariat, in concert with the Minister's Advisory Council, administers the Municipal Education and Training Program. The objectives of the program include: determining the training and educational needs of the municipal sector; developing courses and providing appropriate financial assistance; monitoring and reviewing program activities to ensure ongoing usefulness; and promoting courses and expertise available in Ontario to the broader domestic and international market.

The client group for this program is defined as the central administration group of municipalities, i.e. councils, chief administrative officers, clerks, treasurers, people serving those departments and persons seeking a career in municipal government.

#### CORPORATE PLANNING AND COORDINATION BRANCH

MUN AFF 8

777 Bay St., 17th Flr.  
Toronto M5G 2E5  
416-585-6262

The Corporate Planning and Coordination Branch is responsible for policy and program planning, resource allocation, budget and financial planning, central agency and interministerial liaison, and strategic planning. In addition, the branch organizes briefings for the Minister and Deputy Minister.

#### FRENCH LANGUAGE SERVICES COORDINATOR

MUN AFF 9

777 Bay St., 17th Flr.  
Toronto M5G 2E5  
416-585-7556

Within the Ministry, the French Language Services Coordinator arranges implementation of government policy on providing **French language services** to the Franco-Ontarian public. The Coordinator also liaises with Ontario's municipalities.

#### SERVICES EN FRANÇAIS

Le coordonnateur des services en français de ce ministère est responsable de la mise en oeuvre de la politique du gouvernement en matière de services en langue française (services aux Franco- Ontariens en langue française).

#### MUNICIPAL INFORMATION AND TECHNOLOGY BRANCH

MUN AFF 10

777 Bay St., 11th Flr.  
Toronto M5G 2E5  
416-585-7595

The Municipal Information and Technology Branch is responsible for implementing information technology strategies within the Ministry.

Activities include long-range planning to assist Ministry staff in acquiring information technology tools; training and support in the use of these tools; and development of applications ensuring maximum benefit from the use of information technology.

The branch also maintains a large database of information about Ontario municipalities, which is made available to other ministries, municipalities and individuals.

## ASSISTANT DEPUTY MINISTER - MUNICIPAL AFFAIRS

### LOCAL GOVERNMENT ORGANIZATION BRANCH

MUN AFF 11

777 Bay St., 11th Flr.  
Toronto M5G 2E5  
416-585-7260

The Local Government Organization Branch develops policy options and analysis relating to the powers, authority, organization and electoral arrangements of **municipalities**. The branch also advises the Minister and the Government of Ontario on provincial policies concerning these matters.

### PROVINCIAL MUNICIPAL AFFAIRS SECRETARIAT

MUN AFF 12

777 Bay St., 13th Flr.  
Toronto M5G 2E5  
416-585-6284

The Provincial Municipal Affairs Secretariat (PMAS) assesses and advises on **provincial-municipal** relations and programs. It serves as a liaison between the **Association of Municipalities of Ontario (AMO)**, its member sections and affiliates, and the Province of Ontario. PMAS supplies support services for provincial-municipal consultation, and acts as a central registry for municipal resolutions. Publications include the annual **Municipal Directory**, listing counties, districts, cities, towns and townships in Ontario, with names and addresses of key officials, **population** figures, etc., and the weekly newsletter **Background** outlining legislation, publications and provincial projects of interest to **municipalities**. PMAS maintains contact with the **Federation of Canadian Municipalities (FCM)** and municipal affairs ministries in other provinces.

### SUBSIDIES BRANCH

MUN AFF 13

777 Bay St., 12th Flr.  
Toronto M5G 2E5  
416-585-6012

The Subsidies Branch administers provincial and **federal-provincial** subsidy programs under which **grants** and **loans** are made to **municipalities**, private sector employers and individuals.

Subsidies to municipalities include **financial assistance** for: declared **disasters**; hiring of **energy auditors** under the **Municipal Energy Audit Program**; hiring of **students**, e.g., **Involvement in Municipal Administration (IMA)**, **Ontario Municipal Training Program** (585-6198); hiring of **affirmative action coordinators**; and unconditional resource equalization. Payment of tax or grants-in-lieu of business tax and **real property** tax on provincially owned properties, and support and per capita grants for **tax** relief for property owners are also included.

Subsidies for property taxation relief are available to owners of managed **forests** under the Ontario Managed Forest Tax Reduction Program (585-7335). Owners of **shoreline** property may obtain loans to repair or prevent damage from **erosion** or storms.

The branch publishes the booklet, 'Provincial Financial Assistance to Municipalities, Boards and Commissions', which can be obtained from the Ontario Government Bookstore, 880 Bay St., Toronto.



Information on these programs can also be obtained from this Ministry's Field Services Branch offices.

#### MUNICIPAL FINANCE BRANCH

MUN AFF 14

777 Bay St., 13th Flr.

Toronto M5G 2E5

416-585-6300

The Municipal Finance Branch examines **municipal** finances to provide advice on alternative policies for maintaining the financial viability of municipalities in Ontario. Issues include: property taxation; intermunicipal cost-sharing, and other local government revenue sources such as lot levies, provincial grants (including the unconditional grants program), municipal expenditures, capital financing and municipal infrastructure needs, pension issues and insurance matters.

#### MUNICIPAL OPERATIONS DIVISION

##### MUNICIPAL OPERATIONS DIVISION

MUN AFF 15

777 Bay St., 11th Flr.

Toronto M5G 2E5

416-585-6320

The Municipal Operations Division monitors financial management and reporting requirements for municipalities; offers advisory services to improve the effectiveness of local government; aids municipal operations through a network of field offices; and assists municipalities in resolving boundary disputes.

#### MUNICIPAL MANAGEMENT PRACTICES BRANCH

MUN AFF 16

777 Bay St., 11th Flr.

Toronto M5G 2E5

416-585-7201

The Municipal Management Practices Branch offers a broad range of services to improve the effectiveness of local government. Financial management and reporting requirements for **municipalities** are monitored. The branch also issues **publications** on legislative, financial, organizational, management and administrative matters, and computers and computer applications.

#### MUNICIPAL BOUNDARIES BRANCH

MUN AFF 17

777 Bay St., 11th Flr.

Toronto M5G 2E5

416-585-7276

The Municipal Boundaries Branch assists **municipalities** in resolving boundary and boundary-related disputes within the provisions of the **Municipal Boundary Negotiations Act, 1981**.

## FIELD SERVICES BRANCH

MUN AFF 18

777 Bay St., 11th Flr.

Toronto M5G 2E5

416-585-7251

The Field Services Branch operates a network of field services offices in Ontario which advise and assist municipalities, the public, other government ministries and agencies on all aspects of local government. The branch coordinates Ministry relationships with **municipalities**, and identifies and responds to municipal problems. Advice is provided through the review of municipal financial statements, dissemination of information on existing programs, and upon request. For further information, contact field services offices listed below.

150 Main St.

**Cambridge N1R 6P9**

519-622-1500

1-800-265-3574/5

(Oxford, Brant, Waterloo  
Haldimand-Norfolk,  
Hamilton-Wentworth  
Niagara, Halton, Peel)

147 Wyndham St. N.

**Guelph N1H 4E9**

519-836-2531

1-800-265-7236

(Bruce, Grey, Wellington)

1055 Princess St.

**Kingston K7L 5T3**

613-545-4310

1-800-267-9438

(Prince Edward, Hastings,  
Lennox & Addington, Frontenac,  
Leeds & Grenville)

495 Richmond St., 7th Flr.

**London N6A 5A9**

519-438-7255

1-800-265-1250

(Huron, Perth, Middlesex,  
Elgin, Kent, Lambton, Essex)

126 Lakeshore Dr.

**North Bay P1A 2A8**

705-476-4300

1-800-461-9528

(Parry Sound, Nipissing,  
Timiskaming)

15B Matchedash St. N.

**Orillia L3V 4T4**

705-325-6144

1-800-461-0279

(Simcoe, Haliburton, York,  
Muskoka, Dufferin)

74 Simcoe St. S.

**Oshawa L1H 4G6**

416-571-1515

1-800-263-7950

(Northumberland, Victoria,  
Peterborough,  
Durham, Metro Toronto)

244 Rideau St.

**Ottawa K1N 5Y3**

613-566-3711

1-800-267-0460

(Renfrew, Lanark, Prescott &  
Russell, Stormont, Dundas &  
Glengarry, Regional Mun. of  
Ottawa-Carleton)

430 Notre Dame Ave., 2nd Flr.

**Sudbury P3C 5K7**

705-675-4343

1-800-461-1194

(Cochrane, Algoma, Manitoulin,  
Regional Mun. of Sudbury,  
District of Sudbury)

435 James St. S.  
 P.O. Box 5000  
**Thunder Bay P7C 5G6**  
 807-475-1621  
 1-800-465-5061  
 (Thunder Bay, Kenora, Rainy River)

## ASSISTANT DEPUTY MINISTER - COMMUNITY PLANNING

COMMUNITY PLANNING ADVISORY BRANCH  
 777 Bay St., 13th Flr.  
 Toronto M5G 2E5  
 416-585-6236

MUN AFF 19

The branch provides community planning service information and advice to **municipalities**, the development industry and the public. To promote effective **community planning** and resolve local planning issues, **grant** programs are administered for municipalities, including counties and regions, and for planning boards in northern Ontario. Eligible items include studies on community improvement, management of the local planning process, planning applications of computer technology, financial implications of planning decisions, responsiveness of the local process to economic development initiatives, and preparation and updating of **official plans** and **zoning** bylaws for small municipalities. Municipalities and Planning Boards must contact regional offices listed below to apply for grants.

The branch provides the following range of services through the field offices.

**Education:** Staff organize or participate in training courses, workshops, seminars and conferences to discuss community planning issues, provincial policies, procedures and other Ministry programs.

**Ongoing planning advice:** Staff consult with municipalities about their **land use planning** concerns and respond to inquiries from developers and the public.

**Preliminary reviews of local planning documents and advice on tentative development proposals:** Field offices can identify planning weaknesses and help reduce delays and problems at the approval stage to facilitate a smoother process.

**Financial assistance:** Applications for funding under the community planning grants program are processed through field offices. Financial assistance can be provided for special studies designed to resolve specific land use planning issues and to develop major amendments to official plans and zoning by-laws. Eligibility for assistance is reviewed by staff and requests for funding should always precede the commencement of any planning study.

**Technical assistance:** Staff provide limited technical assistance, including preparation of terms of reference for projects, or direct project involvement in resolving issues, and preparing planning documents, to planning boards in northern Ontario or to other small municipalities.

**Planning areas:** Staff advise municipalities and unorganized areas on establishing or altering planning areas and forming planning boards. Planning administration grants are available to planning boards which manage land use activities in unorganized territories.

For information, contact one of the following five field offices.



495 Richmond St., 7th Flr.  
**London N6A 5A9**  
519-673-1611  
If long distance dial  
1-800-265-4736  
(Southwestern Region)

435 James St. S., 4th Flr.  
**Thunder Bay P7C 5G6**  
807-475-1651  
If long distance dial  
1-800-565-5027  
(Northwestern Region)

244 Rideau St., 3rd Flr.  
**Ottawa K1N 5Y3**  
613-566-3801  
If long distance dial  
1-800-267-6554  
(Southeastern Region)

47 Sheppard Ave. E., Ste. 207  
**Willowdale M2N 2Z8**  
416-224-7635  
If long distance dial  
1-800-668-0230  
(Central Region)

850 Barrydowne Rd., 3rd Flr.  
**Sudbury P3A 3T7**  
705-560-0120  
If long distance dial  
1-800-461-1193  
(Northeastern Region)

#### COMMUNITY RENEWAL BRANCH

MUN AFF 20

777 Bay St., 13th Flr.  
Toronto M5G 2E5  
416-585-6013

The branch assists municipalities and the private sector with community improvement through renewal programs such as PRIDE (Program for Renewal, Improvement, Development and Economic Revitalization). Programs are described individually in the following Community Renewal Branch entries. The branch also participates in the Ministry's **youth employment** program.

#### COMMUNITY RENEWAL BRANCH

MUN AFF 21

**PRIDE PROGRAM**  
777 Bay St., 13th Flr.  
Toronto M5G 2E5  
416-585-6013

**PRIDE** (Program for Renewal, Improvement, Development and Economic Revitalization), which replaces the **ONIP** and **CAIP** programs, assists municipalities in achieving community improvement through physical renewal of specific areas. Older sections of a municipality, including residential, commercial, industrial and mixed use districts, are eligible. **PRIDE** combines financial assistance with professional advice, ongoing support and information services. **Grants** may be obtained for utilities such as sewers and water mains; streets; social and recreational facilities such as parks and community centres; streetscape upgrading, landscaping and buffering; land and building acquisition, clearance and demolition for eligible program components; and relevant relocation costs.

COMMUNITY RENEWAL BRANCH  
 BUSINESS IMPROVEMENT AREA PROGRAM  
 777 Bay St., 13th Flr.  
 Toronto M5G 2E5  
 416-585-6013

MUN AFF 22

The **Business Improvement Area Program (BIA)** is a self-help mechanism for local business groups to upgrade municipally owned **lands, buildings** and structures, and promote business and shopping in commercial districts. Section 217 of the **Municipal Act** enables businesses to participate in community renewal. The municipality designates a BIA at the request of local businesses, which finance the program. A board of management is then formed to handle the budget. With municipal council's approval, funds are paid out to the board by the municipal treasurer.

RESEARCH AND SPECIAL PROJECTS BRANCH  
 777 Bay St., 13th Flr.  
 Toronto M5G 2E5  
 416-585-6244

MUN AFF 23

This branch provides technical advice on **community planning** to the Ministry, and publishes studies and handbooks on community planning issues for use by **municipalities**, consultants, government agencies and the development **industry**. Projects include community design, **environmental** impact, economic and social conditions, site analysis, engineering and **transportation** considerations, regional planning and development, and **subdivision** planning.

PLANS ADMINISTRATION BRANCH  
 777 Bay St., 14th Flr.  
 Toronto M5G 2E5  
 416-585-6014

MUN AFF 24

The two Plans Administration Branches (Central and Southwest, North and East) review and approve documents submitted under the **Planning Act**. These documents include **official plans**, official plan amendments, **subdivision** and **condominium** plans, **land severance** applications and **road** adjustment by-laws (except where the Minister has assigned or delegated approval power). The branches also prepare and administer the Minister's **zoning** orders; approve part-lot control by-laws, and **title** validations **deeming by-laws**; comment on **municipal** zoning by-laws; and monitor the Minister's authority delegated to municipalities and planning boards in unorganized territories.

Since August 1985, the Plans Administration Branch, Central and Southwest, has administered the Niagara Escarpment Planning and Development Act and coordinated implementation of the **Niagara Escarpment Plan**. The branch continues to process **Niagara Escarpment Development Control Appeals**.

The Plans Administration Branch, Central and Southwest also approves amendments and organizes implementation of the **Parkway Belt West Plan**. Approved by Cabinet in 1978, the Plan designates a multipurpose utility corridor, urban separator and linked open space system from Hamilton to Markham. A comprehensive review of the Plan has been initiated, as required by the legislation.

## OFFICE OF LOCAL PLANNING POLICY

MUN AFF 25

777 Bay St., 13th Flr.  
 Toronto M5G 2E5  
 416-585-6225

The Office develops policy and legislation consistent with provincial objectives for local **municipal** governments. Activities include: review of planning statutes; production of advisory publications on **official plan** and **zoning** techniques and **land use planning** policies; and preparation of government policy statements under the Planning Act and related guidelines, which apply to planning decisions made at all levels of government in the province.

## ACTS

## ACTS

MUN AFF 26

The Ministry of Municipal Affairs is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Barrie-Innisfil Annexation Act, 1981  
 Barrie-Vespra Annexation Act, 1984  
 Brantford-Brant Annexation Act, 1980  
 City of Cornwall Annexation Act, 1974  
 City of Gloucester Act, 1980  
 City of Hamilton Act, 1975  
 City of Hazeldean-March Act, 1978  
 City of Nepean Act, 1978  
 City of Ottawa Road Closing & Conveyance Validation Act, 1981  
 City of Port Colborne Act, 1974  
 City of Sudbury Hydro-Electric Service Act, 1980  
 City of Thorold Act, 1975  
 City of Thunder Bay Act, 1968-69  
 (formerly City of Lakehead Act, 1968-69, c.45)  
 City of Timmins-Porcupine Act, 1972  
 County of Haliburton Act, 1982  
 County of Oxford Act  
 District Municipality of Muskoka Act  
 District of Parry Sound Local Government Act, 1979  
 International Bridges Municipal Payments Act, 1981  
 Line Fences Act  
 Local Improvement Act  
 Ministry of Municipal Affairs and Housing Act, 1981  
 Moosonee Development Area Board Act  
 Municipal Act  
 Municipal Affairs Act  
 Municipal Arbitrations Act  
 Municipal Boundary Negotiations Act, 1981  
 Municipal Conflict of Interest Act, 1983  
 Municipal Corporations Quieting Orders Act



Municipal Elderly Residents Assistance Act  
 Municipal Elections Act  
 Municipal Franchises Act  
 Municipal Interest and Discount Rates Act, 1982  
 Municipal Payments in Lieu of Taxes Statute Law Amendment Act, 1984  
 Municipal Private Acts Repeal Act, 1983  
 Municipal and School Tax Credit Assistance Act  
 (repealed except subsection 2(3)(4)(5) and (6))  
 Municipal Subsidies Adjustment Repeal Act, 1976  
 Municipal Tax Assistance Act  
 Municipal Tax Sales Act, 1984  
 Municipal Unemployment Relief Act  
 Municipal Works Assistance Act  
 Municipality of Metropolitan Toronto Act  
 Municipality of Shuniah Act, 1936  
 Niagara Escarpment Planning and Development Act  
 Ontario Municipal Employees Retirement System Act  
 Ontario Planning and Development Act  
 Ontario Unconditional Grants Act  
 Ottawa-Carleton Amalgamations and Elections Act, 1973  
 Parkway Belt Planning and Development Act  
 Planning Act, 1983  
 Planning Statute Law Amendment Act, 1983  
 Police Village of St. George Act, 1980  
 Provincial Parks Tax Assistance Act  
 Public Parks Act  
 Public Utilities Act  
 Public Utilities Corporations Act  
 Regional Municipality of Durham Act  
 Regional Municipality of Haldimand-Norfolk Act  
 Regional Municipality of Halton Act  
 Regional Municipality of Hamilton-Wentworth Act  
 Regional Municipality of Niagara Act  
 Regional Municipality of Ottawa-Carleton Act  
 Regional Municipality of Ottawa-Carleton Land Acquisition Act, 1980  
 Regional Municipality of Peel Act  
 Regional Municipality of Sudbury Act  
 Regional Municipality of Sudbury Statute Law Amendment Act, 1986  
 Regional Municipality of Waterloo Act  
 Regional Municipality of York Act  
 Road Access Act  
 Shoreline Property Assistance Act  
 Snow Roads and Fences Act  
 Statute Labour Act  
 Tax Sales Confirmation Act, 1974  
 Territorial Division Act  
 Tom Longboat Act, 1980  
 Toronto District Heating Corporation Act, 1980

Toronto Islands Act, 1980

Town of Wasaga Beach Act, 1973

Township of North Plantagenet Act, 1976

Wharfs and Harbours Act

## MINISTER RESPONSIBLE FOR NATIVE AFFAIRS

MINISTER RESPONSIBLE FOR NATIVE AFFAIRS

NAT AFF 1

18 King St., 18th Flr.

Toronto M5C 1C5

416-965-1664

Order-in-Council 1803/85 designates the Attorney General of Ontario as the Minister Responsible for Native Affairs. Responsibilities include: developing government-wide Native Affairs policy; co-ordinating special projects across ministries; negotiating corporate Native issues, such as Aboriginal constitutional matters and self-government agreements; researching, validating and negotiating Native land claims; and monitoring development and delivery of line Ministry programs affecting **Native people**.

By Cabinet directive, the Minister is designated as the Chairman of the **Cabinet Committee on Native Affairs (CCNA)**. This committee serves as a forum for the review of Native Affairs issues and initiatives having government-wide implications. It is comprised of the following Ministers: Attorney General and Minister Responsible for Native Affairs; Solicitor General; Citizenship; Community and Social Services; Colleges and Universities; Culture and Communications; Correctional Services; Education; Health; Housing; Natural Resources; Northern Development; Skills Development; and Tourism and Recreation.

The **Ontario Native Affairs Directorate** (965-4827) supports the Attorney General in the capacity of Minister Responsible for Native Affairs, Chairman of the Cabinet Committee on Native Affairs, and member of the Cabinet Committee on Northern Development. The Directorate also acts as an advocate for the resolution of Native Affairs issues within the government.



## MINISTRY OF NATURAL RESOURCES

Whitney Block,  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1W3

The Ministry of Natural Resources originated in 1972 with the amalgamation of the former Departments of Lands and Forests, and Mines and Northern Affairs. In 1985, certain of the mining-related responsibilities were transferred back to the reconstituted Ministry of Northern Development and Mines.

The goals of the Ministry of Natural Resources are three-fold: resource development, resource conservation and the protection of public safety and resources from natural hazards. The Ministry's programs are concerned with the wise management of Ontario's physical & natural resources for economic and social benefit. This includes Crown lands, waters, forests, parks, fish, wildlife, fuel and industrial minerals.

### DEPUTY MINISTER'S OFFICE

#### POLICY AND PLANNING SECRETARIAT

MNR 1

Whitney Block, Rm. 6440  
99 Wellesley St. W.,  
Queen's Park, Toronto M7A 1W3  
416-965-8422

The Secretariat provides support to the Deputy Minister's office and the Ministry's executive management team through development and coordination of policy, maintenance of the policy system, the strategic planning process, preparation of priority guidelines, assessment of policy proposals from within and outside the Ministry, and liaison with Cabinet Office, Cabinet Committees and other ministries. Leadership for land use and integrated resource management planning is provided by the development and maintenance of guidelines and processes, and the coordination of **land use planning** at the provincial level. The Secretariat also administers **environmental assessments**, subject to the Environmental Assessment Act, and reviews plans of **municipalities** and other agencies in relation to Ministry plans and programs.

### ADMINISTRATION DIVISION

#### COMMUNICATIONS SERVICES BRANCH

MNR 2

Whitney Block, Rm. 5340  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1W3  
416-965-2756 General Inquiries  
416-963-1325 A.V. Film Library

The Communications Services Branch establishes communications policy for the Ministry, advises branches on communications problems, and provides communications support to the Minister and the Deputy Minister. The branch also informs the public, client groups and the media about the Ministry's activities, answers public inquiries, and produces and distributes **publications**, news releases and audio-visual materials. Landmarks, a subscription magazine, is published quarterly for those interested in Ontario's natural resources and their management.

## COMMUNICATIONS SERVICES BRANCH PUBLIC INFORMATION CENTRE

MNR 3

Whitney Block, Rm. 1640

99 Wellesley St. W.

Queen's Park, Toronto M7A 1W3

416-965-2000 General Inquiry

416-965-1123 Aerial Photographs

416-965-7883 Fisheries Information

416-965-3474 Fishing Licences

416-965-9751 Forestry/Land Information

416-965-6511 Map Information/Distribution

416-965-1348 Mineral Information

416-965-3081 Provincial Parks Information

416-965-4251 Wildlife Information

The Public Information Centre is a 'one stop' inquiry centre for both the public and the government. Information and publications are provided on Ontario's fish, **wildlife**, **forestry**, **mineral** resources, **lands** and **waters**, and provincial **parks**. The centre sells **hunting** and **fishing** licences, topographical and Ontario Basic **Mapping**, aerial photos and Forest Resources Inventory maps. **Travel** counselling is also provided to the public on Provincial Parks hunting, fishing and outdoor **recreation** opportunities.

## LEGAL SERVICES BRANCH

MNR 4

Whitney Block, Rm. 6420

99 Wellesley St. W.

Queen's Park, Toronto M7A 1W3

416-965-2748

The Legal Services Branch counsels the Ministry on legal matters, including the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services such as preparing litigation, settling claims, acting at court hearings, etc. are also supplied to the Ministry. The Legal Services Branch is responsible to the Attorney General's Office.

## MANAGEMENT PLANNING AND ANALYSIS

MNR 5

Whitney Block, Rm. 6350

99 Wellesley St. W.

Queen's Park, Toronto M7A 1W3

416-965-4143

Management Planning and Analysis initiates studies of the Ministry's management process; recommends changes to management organization, systems, procedures and practices; and coordinates the implementation of projects to enhance organizational and management effectiveness.

**HUMAN RESOURCES BRANCH****MNR 6**

Whitney Block, Rm. 4520

99 Wellesley St. W.

Queen's Park, Toronto M7A 1W3

416-965-2707

The Human Resources Branch works mainly in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. It establishes Ministry personnel policies, procedures and appropriate classification and compensation levels for employees. The branch is also responsible for staff recruitment, safety programs, Workers' Compensation, human resource planning, training and development, employee counselling, investigation of employee grievances and conflict of interest cases, employment equity and all matters affecting working conditions and performance. The Ministry's personnel, payroll and employee benefit records are maintained by the branch. It coordinates the Ministry's **youth employment** program, which involves the hiring of qualified 17 year-old persons as **junior rangers** (965-1258). The branch also serves as a liaison between the Ministry and the Human Resources Secretariat, Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU). For personnel records call 965-7240; for seasonal employment inquiries call 965-2707. There are personnel officers in each of the Ministry's eight regional offices, listed under the Field Organization entries.

**ADMINISTRATIVE SERVICES BRANCH****MNR 7**

Whitney Block, Rm. 5528

99 Wellesley St. W.

Queen's Park, Toronto M7A 1W3

416-965-2711

The Administrative Services Branch provides guidance and analytical/support services for a wide range of administrative matters to assist Ministry managers in achieving program objectives. The branch is responsible for corporate leadership and training in the areas of supply management (purchasing, contracting, warehousing, moveable assets and fleet/insurance), facilities and accommodation, and records and forms management. In addition to Ministry-wide corporate services (eg. central supply warehouse, forms design, mail system), the branch provides specialized support services for all Ministry main office programs. Such services include purchasing, a copy centre, records and information management, assets management and function/transportation arrangements. The branch also liaises with central agencies regarding administrative matters, and works cooperatively with other Ministries in coordinating common services, such as telecommunications, the acquisition and design of facilities, and the purchase of automobiles and frequently needed supplies.

**FINANCE AND ADMINISTRATION GROUP****FINANCIAL RESOURCES BRANCH****MNR 8**

Whitney Block, Rm. 4324

99 Wellesley St. W.

Queen's Park, Toronto M7A 1W3

416-965-2761

The Financial Resources Branch is responsible for general accounting functions, including payroll and expense account services, accounts payable, and financial liaison with the Provincial Auditor and other government ministries and agencies. Branch activities



include appropriations and expenditure control, development of accounting and costing systems, financial and cost analyses, and pre-audit controls and procedures. The branch examines non-tax revenue rates and budget allocations control; coordinates program planning and yearly reviews; prepares reports for submission to Management Board; organizes and participates in program evaluations; assists with economic analysis of Ministry programs; and coordinates management information development and updates. The branch also prepares claims under federal-provincial agreements; controls collateral securities; and collects records and reports on revenue from **timber** operations, sales and leases of **Crown land, mining, pits and quarries** and provincial **parks** operations, **fish and wildlife licences** and sundry other cash receipts.

The branch is responsible for the provision of financial training and development opportunities for Ministry staff, and administration of the Ontario Renewable Resources Research Grants Program. Financial advisory services are provided to the Ministry's client groups. For fish and wildlife (**hunting**) licence sales, see this Ministry's Public Information Centre or contact the Regional and District Offices listed under the Field Organization entries.

#### INTERNAL AUDIT SERVICES BRANCH

MNR 9

Whitney Block, Rm. 4633  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1W3  
416-965-4087

This branch is responsible for the Ministry's internal audit functions, which include the review and appraisal of financial and management control systems.

#### SYSTEMS SERVICES BRANCH

MNR 10

Whitney Block, Rm. 6540  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1W3  
416-965-5671

The Systems Services Branch coordinates the planning, development, maintenance and operation of Ministry computer information systems. It ensures effective delivery of information services to users; develops strategy, policies and procedures for systems-related issues; and provides computer and data entry services. The branch manages the Ministry's centralized processing facility and operation of the distributed terminal and communications network.

#### FOREST RESOURCES GROUP

##### ONTARIO TREE IMPROVEMENT AND FOREST BIOMASS INSTITUTE

MNR 11

Maple LOJ 1E0  
416-832-7270

The Ontario Tree Improvement and Forest Biomass Institute (**OTIFBI**) and the three research stations listed below conduct **research** aimed at improving the management and the trees of Ontario's **forests**. The tree improvement emphasis is on faster growing **trees** with improved wood characteristics of such commercial genera as spruce, pine and poplar. Forest management research is concerned with the treatment of the forest eco-system and the production of trees to replenish the forests.

**OTIFBI**  
**Midhurst L0L 1X0**  
705-737-5510

**OTIFIBI**  
**P.O. Box 2960**  
**Thunder Bay P7B 5G5**  
807-767-1607

**OTIFBI**  
**P.O. Box 490**  
**Sault Ste. Marie P6A 5M7**  
705-949-9461

**FOREST RESOURCES BRANCH**  
Whitney Block, Rm. 3646  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1W3  
416-965-2787

**MNR 12**

The Forest Resources Branch develops policy, sets field program targets, provides specialized services to field staff, audits field staff performance, and develops standards for forest practice in Ontario. The branch also develops **silvicultural** guidelines; conducts **research** and development projects; coordinates the **tree seed program** and the distribution of **nursery stock** for **Crown** and **private lands**; and administers the grants mentioned below.

Specialized services are provided to district offices for **pest control**, nursery **soil** management, municipal **tree** cutting by-laws, assessment of silvicultural work, equipment development, **Woodlands Improvement Act** agreements and special funding programs.

The branch works with this Ministry and other ministries to develop multiple use management policies. The objective is for forest-based industries to contribute to the economy while maintaining sound environmental practices and providing for other uses of the forest.

In carrying out branch policy, field offices manage Crown forests to ensure regeneration, improve quality and growth, and protect against **fire**, **insects** and **disease**. Private landowners receive advice on tree planting, tending **woodlots** and marketing **timber**, as well as direct forestry assistance under the Woodlands Improvement Act. Field offices provide **grants** to municipalities for the acquisition of lands to be managed by the Ministry. Through a cooperative arrangement with the Ministry of Municipal Affairs, annual grants are made to private forest owners to reduce **property tax** on their managed forests. Field offices also hold field days for the public on growing trees, **maple syrup** production and forest management.

The delivery of Forest Resources programs is the responsibility of the district offices. Inquiries should be directed to the nearest district office, listed under this Ministry's Field Organization entries.

**CHIEF FOREST ECONOMIST**  
99 Wellesley St. W.  
Whitney Block, Rm. 3627  
Queen's Park, Toronto M7A 1W3  
416-965-2785

**MNR 13**

The Chief Forest Economist develops **forest** policy directions; advises on financial and economic implications of current and proposed policy matters; and ensures the consideration of socio-economic and financial matters in forest management practices.

**TIMBER SALES BRANCH**

MNR 14

Whitney Block, Rm. 3612  
 99 Wellesley St. W.  
 Queen's Park, Toronto M7A 1W3  
 416-965-3948

The Timber Sales Branch is responsible for the coordination of timber management planning for Ontario's **Crown land forests**, and the disposition of its **Crown timber** resource. Activities include forest resources inventory (965-6914); forest management planning (965- 7631); **forest industry** development (965-5760); **Crown timber** allocation and licensing (965-2731), i.e., **licences** to cut **Crown timber** and **licences** for forest industry mills; and measurement or scaling of timber cut from **Crown lands**, i.e., **Scaler's Licences** (965- 0378). For information, contact the above telephone numbers or any regional or district office listed under this Ministry's Field Organization entries.

**LANDS AND WATERS GROUP****CONSERVATION AUTHORITIES AND WATER  
MANAGEMENT BRANCH**

MNR 15

Whitney Block, Rm. 5620  
 99 Wellesley St. W.  
 Queen's Park, Toronto M7A 1W3  
 416-965-6283

The branch encourages the **conservation**, development and utilization of **water** and related **land** resources by providing policy, procedural guidelines, funding, management and planning direction to 38 Conservation Authorities.

The Conservation Authorities are autonomous, corporate bodies established under the **Conservation Authorities Act** to further the conservation, restoration, development and management of natural resources other than gas, oil, coal and minerals.

Through the branch, **grants** are provided to Conservation Authorities to support resource management projects, e.g., **watershed** planning, **flood** control works such as **dams** and other non-structural types, **erosion** control projects, and conservation and **recreation** land management (**reforestation**, **woodlot**, **fish** and **wildlife** management).

The branch also administers the **Lakes and Rivers Improvement Act** which regulates construction and operation of dams and diversions. In addition, special engineering, water management, **shoreline** management and **hydrologic research** studies to control flooding and erosion are carried out. Response to flood **emergencies** is a joint effort by a number of entities including the municipality concerned, the Conservation Authorities, the Ministry of Natural Resources' district offices, and the police. To report an emergency arising from floods, telephone the municipality in which flooding occurs. In areas outside municipalities, call the nearest district office of the Ministry of Natural Resources, listed in the blue pages of area telephone directories.

The branch deals with the Conservation Authorities (CAs) through six Ministry of Natural Resources regional offices. These offices and the Authorities are listed below.



**CENTRAL REGION**

*Regional Office*

10670 Yonge St.

**Richmond Hill L4C 3C9**

416-883-3267

*Niagara Peninsula CA*

Centre St.

**Allanburg L0S 1A0**

416-227-1013

*Hamilton Region CA*

Box 7099, 838 Mineral Springs Rd.

**Ancaster L9G 3L3**

416-525-2181

*Nottawasaga Valley CA*

R. R. 1

**Angus L0M 1B0**

705-424-1479

*Halton Region CA*

2596 Britannia Rd. W.

P.O. Box 1097, Stn. B

**Burlington L7P 3S9**

416-336-1158

*Grand River CA*

Box 729, 400 Clyde Rd.

**Cambridge N1R 5W6**

519-621-2761

*Kawartha Region CA*

Box 819

**Fenelon Falls K0M 1N0**

705-887-3112

*Credit Valley CA*

**Meadowvale L0J 1K0**

416-451-1615

*Lake Simcoe Region CA*

Box 282, 120 Bayview Ave.

**Newmarket L3Y 4X1**

416-895-1281

*Metropolitan Toronto & Region CA*

5 Shoreham Dr.

**North York M3N 1S4**

416-661-6600

*Otonabee Region CA*

727 Lansdowne St. W.

**Peterborough K9J 1Z2**

705-745-5791

*Ganaraska Region CA*

Box 328, 56 Queen St.

**Port Hope L1A 3W4**

416-885-8173

*Central Lake Ontario CA*

100 Whiting Ave.

**Oshawa L1H 3T3**

416-579-0411

**EASTERN REGION**

*Regional Office*

Government Bldg.

Van Buren St.

**Kemptville K0G 1J0**

613-258-3413

*Moir River CA*

Box 698

**Belleville K8N 5B3**

613-968-3434

*South Nation River CA*

Box 69

**Berwick K0C 1G0**

613-984-2400

*Cataragui Region CA*

R. R. 1

**Glenburnie K0H 1S0**

613-546-4228

*Mississippi Valley CA*

Box 268

**Lanark K0G 1K0**

613-259-2421

*Rideau Valley CA*  
Box 599, Mill St.  
**Manotick K0A 2N0**  
613-692-3571

*Crowe Valley CA*  
Box 416  
**Marmora K0K 2M0**  
613-472-3137

*Raisin Region CA*  
Box 10  
**Martintown K0C 1S0**  
613-528-4584

*Napanee Region CA*  
25 Ontario St. W.  
**Napanee K7R 3S6**  
613-354-3312

*Prince Edward Region CA*  
Box 310  
**Picton K0K 2T0**  
613-476-7408

*Lower Trent Region CA*  
441 Front St.  
**Trenton K8V 6C1**  
613-394-4829

## NORTH CENTRAL REGION

*Regional Office*  
435 James St. S.  
Box 5000  
**Thunder Bay F P7C 5G6**  
807-475-1261

*Lakehead Region CA*  
Box 3476  
1136 Oliver Rd.  
**Thunder Bay P7B 5J9**  
807-344-5857/8/9/50

## NORTHEASTERN REGION

*Regional Office*  
Ontario Government Bldgs.  
199 Larch St.  
**Sudbury P3E 5P9**  
705-675-4104

*North Bay - Mattawa CA*  
Box 1215  
**North Bay P1B 8K4**  
705-474-5420

*Sault Ste. Marie Region CA*  
99 Foster Dr., Civic Centre  
**Sault Ste. Marie P6A 5X6**  
705-759-5342

*Nickel District CA*  
200 Brady St.  
**Sudbury P3E 5K3**  
705-674-5249

## NORTHERN REGION

*Mattagami Region CA*  
133 Cedar St. S.  
**Timmins P4N 2G9**  
705-264-5309

*Regional Sub-Office*  
60 Wilson Ave.  
**Timmins P4N 2S7**  
705-267-1401

## SOUTHWESTERN REGION

*Regional Office*  
Box 5463, 659 Exeter Rd.  
**London N6A 4L6**  
519-681-5350

*Catfish Creek CA*  
R. R. 5  
**Aylmer N5H 2R4**  
519-773-9605

*Lower Thames Valley CA*  
100 Thames St.  
**Chatham N7L 2Y8**  
519-354-7310

*Essex Region CA*  
360 Fairview Ave. W.  
**Essex N8M 1Y6**  
519-776-5209

*Ausable Bayfield CA*  
Box 2410  
**Exeter N0M 1S0**  
519-235-2610

*Saugeen Valley CA*  
R. R. 1  
**Hanover N4N 3B8**  
519-364-1255

*Upper Thames River CA*  
Box 6278, Station 'D'  
**London N5W 5S1**  
519-451-2800

*Grey Sauble CA*  
R. R. 4, Inglis Falls Rd.  
**Owen Sound N4K 5N6**  
519-376-3076

*Kettle Creek CA*  
R. R. 8  
**St. Thomas N5P 3T3**  
519-631-1270

*Long Point Region CA*  
R. R. 3  
**Simcoe N3Y 4K2**  
519-428-4623

*St. Clair Region CA*  
205 Mill Pond Cres.  
**Strathroy N7G 3P9**  
519-245-3710

*Maitland Valley CA*  
Box 127  
**Wroxeter N0G 2X0**  
519-335-3557

LAND MANAGEMENT BRANCH  
ACCESS ROADS SECTION  
Whitney Block, Rm. 6646  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1W3  
416-965-5735

MNR 16

The section's activities involve the construction and maintenance of access roads and bridges to facilitate management and utilization of the province's natural resources on Crown lands. The section is responsible for coordination of the access roads component of various programs, such as the Canada Ontario Forest Resource Development Agreement (COFRDA) and Northern Ontario Resources Transportation Committee (NORTC). The statute which pertains most to resource access is the Public Lands Act (Part II). For information about a specific road, contact the regional and district offices listed under the Ministry's Field Organization entries.



LAND MANAGEMENT BRANCH  
PUBLIC LANDS SECTION

MNR 17

Whitney Block, Rm. 6603  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1W3  
416-965-2743

The Public Lands Section administers the **Public Lands Act**, which is the statutory authority for managing and disposing of rights in **Crown (public) lands**, and the **Beds of Navigable Waters Act**.

Public land management involves custodianship and protection of the 87 per cent of Ontario that is Crown land, outside of provincial parks. The section controls land uses and users (e.g., use as cottage lots; **shoreline** use such as installation of **docks** and **boathouses**; commercial, residential and **agricultural** use) and protects land from adverse claims, littering and abuse. In **unorganized territories**, the section provides public garbage disposal facilities and controls development on private lands.

Public land disposition is the granting of rights in Crown land to individuals or corporations for purposes such as cottaging, farming, and commercial or industrial uses, e.g., **water** power. These dispositions are based upon market value as determined by **appraisal**. Crown land needs of other ministries and governments are met through transfer of administration and control of the required sites.

A planning process precedes disposition of Crown lands. For example, **lake** planning is done before **cottage** lots are selected and developed. Public land may be granted for short terms (by various types of leasehold) or permanently (by freehold grant).

The **Land Acquisition Program** ensures the orderly purchase of private **lands** required for various Ministry functions. The section assists in setting acquisition priorities, oversees and approves purchases, and maintains a computerized **statistical** control and data bank of all acquisition proposals. Technical real estate-related assistance, analysis and studies are provided to the various branches and levels of the Ministry, as well as related public and private agencies.

The section gives direction to the 8 regions and 47 districts which comprise the Ministry's field organization, and advises the Minister and senior management on land-related matters.

LAND MANAGEMENT BRANCH  
FUEL MINERALS SECTION

MNR 18

Whitney Block, Rm. 6641  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1W3  
416-963-1882

The Fuel Minerals Section recommends appropriate policies and legislation to encourage development of indigenous **energy** resources such as oil, gas, peat, lignite and oil shales; underground gas storage; hydrocarbon product storage; and salt solution mining.

These resources are mostly found in Southern Ontario. Operational, **geological**, engineering and inspection services are performed by the Southwestern Regional Office in London within the laboratory, computer and research facilities.

## SOUTHWESTERN REGION

*Regional Office*  
Petroleum Resources  
659 Exeter Rd.  
**London N6A 4L6**  
519-661-2766

LAND MANAGEMENT BRANCH  
AGGREGATE RESOURCES SECTION  
Whitney Block, Rm. 4646  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1W3  
416-965-3127

MNR 19

The Aggregate Resources Section is responsible for the management of Ontario's **aggregate** resources through the Ministry's regional and district offices. Under the **Pits and Quarries Control Act (P.Q.C.A.)**, over 2,600 pits and quarries are licenced, and over 200 temporary wayside permits are issued each year. The sites, located predominantly in southern Ontario, extract sand, gravel, shale, stone and other non-metallic **minerals** for industrial and construction use. In addition, over 2,000 pits located on Crown land, mainly in northern Ontario, are administered under the **Mining Act**. Aggregate at water's edge or underwater falls under the **Beach Protection Act**. The section administers these Acts, through public and agency review and liaison, for the mutual benefit of all interested parties.

Management of aggregate resources is carried out through resource planning under the Provincial Mineral Aggregate Resource Policy Statement, policy formulation and development, administration of legislation, rehabilitation studies, and other related research. The section provides interpretation and advice on legislation, policy and rehabilitation to industry, other agencies and the public, as well as support to field staff.

Pits and Quarries Inspectors are designated Ministry personnel assigned to field offices responsible for administering and enforcing the P.Q.C.A. and its Regulations. Site inspections are routinely performed from district offices on all licenced and wayside operations.

LAND MANAGEMENT BRANCH  
TITLES SECTION  
Whitney Block, Rm. 6645  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1W3  
416-965-1319

MNR 20

The **Titles Section** issues Crown leases, **land patents** (Crown patents) and **licences** of occupation. From the land index listing (formerly the **Domesday Book**), information can be provided on land that was formerly **Crown land**. The section also maintains the acreage **tax roll**, and carries out the forfeiture process for patented **mining lands**. All of this data is available at the main office. The branch places **liens** in conjunction with inactive mine

hazards. For information, contact the regional and district offices listed under this Ministry's Field Organization entries.

#### OFFICE OF INDIAN RESOURCE POLICY

MNR 21

Whitney Block, Rm. 6527  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1W3  
416-965-6045

The office researches and responds to specific Indian land claims and other related natural resource issues in Ontario. Responsibilities include keeping the Ministry aware of the possible extent of future **land** claims; developing Ministry positions; preparing recommendations to Cabinet; and performing **research** in consultation with other Ministries, the federal government, **Indian Band Councils** and **Native peoples** associations. Under the direction of Cabinet and in cooperation with the Ontario Native Affairs Directorate, the office negotiates the settlement of valid land claims in Ontario with the Indian people involved. The office also coordinates and/or initiates Ministry policy development that has a significant impact on Native peoples (i.e., wild rice, **hunting and fishing treaty rights**, **aboriginal rights**, **Crown land** allocation, etc.).

#### SURVEYS, MAPPING AND REMOTE SENSING BRANCH

MNR 22

90 Sheppard Ave. E., 4th Flr.  
North York M2N 3A1  
416-733-5083

The Surveys, Mapping and Remote Sensing Branch provides information in graphical and computerized form about the Ontario land mass. Activities include establishing standards and furnishing services in geodetic and cadastral surveys, topographic mapping, cartography, geographic information, satellite and airborne remote sensing, digital mapping technology and geographic nomenclature. Branch programs are described individually under the entries that follow. Maps are distributed by the Ministry's Public Information Centre, Communications Services Branch (965-6511). District offices, listed under this Ministry's Field Organization entries, can provide information.

#### SURVEYS, MAPPING AND REMOTE SENSING BRANCH

MNR 23

#### GEOGRAPHICAL INFORMATION SERVICES

90 Sheppard Ave. E., 4th Flr.  
North York M2N 3A1  
416-733-5086

The Geographical Information Services (GIS) unit is the focus, in the provincial government, for the development of a digital topographic information system and associated technology, the establishment and maintenance of the Provincial **Topographic** Database, and the demonstration of this technology in the public and private sectors. Policy is coordinated for Ministry-wide cartographic services and the government-wide Ontario Basic Mapping program.

**Topographic Mapping** (733-5090) operates the **Ontario Basic Mapping (OBM)** program which is designed to provide a common base for geographical referenced topographic information. Contracts are handled with private industry for medium-scale digital topographic mapping, and with municipalities for large-scale urban topographic mapping.



**Digital Topographic Database** (733-5114) develops and maintains a database of digital topographic information for the Province of Ontario, and disseminates this data to users.

**GIS Applications and Technology Transfer** (733-5113) undertakes development of pilot digital municipal and resource information systems using GIS technology; provides information on developments in GIS through seminars and newsletters; and conducts demonstrations of GIS technology.

**Thematic Mapping** (733-5126) prepares the Ministry's coloured thematic **maps**, including territorial, **parks**, **hunting** and **fishing** maps, coloured brochures and graphics, Ontario's electoral district maps, and **geological** maps for the Ontario Geological Survey.

**Technology and Standards Development** (733-5144) undertakes research and development of geographical referencing concepts and standards.

## SURVEYS, MAPPING AND REMOTE SENSING BRANCH

MNR 24

### SURVEYOR GENERAL

90 Sheppard Ave. E., 4th Flr.

North York M2N 3A1

416-733-5085

The Office of the Surveyor General administers the **Surveys Act**, **Surveyors Act** and **Ontario Geographic Names Board Act** and regulations; manages surveying services; and coordinates policy, priorities and development of programs in drafting services, geodetic services, geographic names and legal **survey** activities.

**Drafting Services** (733-5130) offers support drafting service, including production and maintenance of plans pertaining to land status, to Ministry programs.

**Geodetic Services** (733-5138) develops and publishes standards, guidelines and specifications for the performance of horizontal, vertical and three-dimensional surveys by surveyors; collects horizontal and vertical control survey network data for storage in the provincial horizontal control data bank (**COSINE**); maintains multi-purpose control survey adjustment and analysis programs (**MANOR**, **MANOR V**); and installs precise calibration base lines. Under the Surveys Act, **financial assistance** of 50 per cent or a maximum of \$20,000 in any one year is provided to **municipalities** undertaking coordinate control surveys.

**Geographic Names** (733-5110) coordinates geographic name investigation, research and policy development affecting treatment of geographic nomenclature in Ontario; maintains an index of geographical and place names; provides toponymic service and undertakes investigations affecting geographical names for the Canadian Permanent Committee on Geographic Names, ministries, agencies, municipalities, the public, etc.; provides administrative support to the Ontario Geographic Names Board; and publishes principles for geographic naming.

**Survey Services** (733-5103) examines plans of survey of Crown Land and mining land for alienation by lease, licence or letters patent; prepares descriptions for patent, lease, licence, Order in Council and regulations; and interprets and maintains custody of plans and field notes of original Crown surveys. A **library** located at 90 Sheppard Ave. E., 4th Flr., North York is open to the public. Survey Services also prepares instructions for surveyors to make municipal and Crown resurveys under the Surveys Act; arranges public hearings for confirmation of surveys; maintains provincial boundaries; and undertakes legal surveys for the Ministry. Under the Surveys Act, financial assistance of 25 per cent or a maximum

of \$10,000 per survey in any one year is provided to municipalities undertaking a municipal survey.

## **SURVEYS, MAPPING AND REMOTE SENSING BRANCH**

MNR 25

### **ONTARIO CENTRE FOR REMOTE SENSING**

90 Sheppard Ave. E., 4th Flr.

North York M2N 3A1

416-733-5066

The **Ontario Centre for Remote Sensing (OCRS)** conducts applied **research** projects and thematic mapping programs related to such fields as forestry, geology and land use planning, through the analysis of airborne and spaceborne **remote sensing** data (e.g., aerial **photography**, thermography and radar data and satellite multispectral imagery). OCRS headquarters maintains a collection of **LANDSAT satellite imagery** for Ontario and a literature **library**, both of which may be used by the public. Under a comprehensive technology transfer program, the centre offers information on remote sensing, and consultation on remote sensing research or application projects, to government organizations, private companies and universities/colleges. The centre also subcontracts to Ontario companies to conduct remote sensing application projects in Canada and abroad. Remote sensing training courses are offered to provide 'hands-on' experience in the use of a range of remote sensing data. Guest lecturers and other forms of assistance in the teaching of remote sensing are provided to universities.

## **OUTDOOR RECREATION GROUP**

### **LAW ENFORCEMENT OFFICE**

MNR 26

Whitney Block, Rm. 3425

99 Wellesley St. W.

Queen's Park, Toronto M7A 1W3

416-965-5661

Located in the Executive Coordinator's office of the Outdoor Recreation Group, the Law Enforcement Office provides assistance and advice to field offices on various law enforcement matters. It is responsible for the development and coordination of all law enforcement training courses, and controls all special investigations.

### **NATURAL RESOURCES LIBRARY**

MNR 27

99 Wellesley St. W.

Whitney Block, 4th Flr.

Queen's Park, Toronto M7A 1W3

416-965-6319

The Natural Resources Library at Queen's Park and the **Research Library** in Maple (416-832-2761) hold material related to renewable resources. The libraries serve Ministry staff, other libraries and members of the public working on special projects concerning resources for which material is not available elsewhere. The public may use material for reference and by appointment only. The Natural Resources Library operates the Ministry **reading room** to provide public access to manuals and internal procedures used by the Ministry.

## OFFICE OF RECREATIONAL BOATING

MNR 28

Whitney Block, Rm. 3424  
 99 Wellesley St. W.  
 Queen's Park, Toronto M7A 1W3  
 416-965-7885

The Office of Recreational Boating acts as a source of **information** for the general public on all aspects of **recreational** boating, from **safety** courses to boat **licensing** and regulations. The office also serves as a liaison between the government and marina operators, boat and boat equipment manufacturers, boating organizations and organizations teaching boating safety.

The **Boating Ontario Advisory Team (BOAT)**, an interministerial committee, assesses the need for recreational boating facilities, and assists municipalities and the private sector in making submissions for provincial assistance.

## FISHERIES BRANCH

MNR 29

Whitney Block, 3rd Flr.  
 99 Wellesley St. W.  
 Queen's Park, Toronto M7A 1W3  
 416-965-7883

The Fisheries Branch coordinates **fisheries** regulations across the province through preparation, interpretation and legislation. The main office supports and guides regional and district offices by providing: expertise in biology, sociology, economics, computerized data, legislation and administration relating to fisheries management; special services such as program evaluation, priority setting and policy formulation; and planning, programming and auditing of provincial **fish** culture operations to meet the need for resource management and recreational fishing. The main office also assigns production targets and distribution schedules for provincial hatcheries, and develops and implements policy affecting fish habitat management.

Regional offices are responsible for coordinating delivery of assigned Ministry programs through the Ministry field organization. The offices set regional priorities, allocate resources in accordance with approved policies and programs, and provide support services and management information to the districts.

District offices are responsible for delivery of the fisheries program and enforcement of legislation. They recommend changes in policies, programs or standards. The district offices also provide information on hatcheries and sanctuaries, farm ponds, **permits** and special **licences**, fishing conditions and regulations, open seasons, fish identification and conservation. For a listing of regional and district offices, fish assessment units and fish culture centres, see this Ministry's Field Organization entries. The Fisheries Research Stations are also listed there under Year Round Work Centres.

PROVINCIAL PARKS AND RECREATIONAL AREAS  
BRANCH

MNR 30

Whitney Block, 3rd Flr.  
 99 Wellesley St. W.  
 Queen's Park, Toronto M7A 1W3  
 416-965-2745

The Provincial Parks and Recreational Areas Branch is responsible for the planning and management of provincial **parks** and **recreational** areas (canoe routes, **water** access points



and trails). The branch ensures that parks planning and development is coordinated with the efforts of other public agencies (federal, provincial and municipal) and the private sector. Provincial parks information and films can be obtained from the Ministry's regional and district offices or by writing to this branch. In Toronto, call 965-3081 for parks information and 963-2992 for park vacancy reports in the summer. Residents outside a district office's local calling area can consult the blue pages of their public telephone directory for the toll-free number.

Listed alphabetically below are provincial parks and the corresponding district offices and telephone numbers. See this Ministry's Field Organization entries for the full addresses of the regional and district offices.

*Aaron*  
807-223-3341  
(Dryden District)

*Algonquin*  
705-633-5572  
(Algonquin Park District)

*Arrowhead*  
705-645-8747  
(Bracebridge District)

*Awenda*  
705-728-2900  
(Huron District)

*Balsam Lake*  
705-324-6121  
(Lindsay District)

*Bass Lake*  
705-728-2900  
(Huron District)

*Batchawana*  
705-949-1231  
(Sault Ste. Marie District)

*Blue Lake*  
807-223-3341  
(Dryden District)

*Bon Echo*  
613-354-2173  
(Napanee District)

*Bonnechere*  
613-732-3661  
(Pembroke District)

*Bronte Creek*  
519-658-9356  
(Cambridge District)

*Caliper Lake*  
807-274-5337  
(Fort Frances District)

*Carillon*  
613-257-5735  
(Carleton Place District)

*Carson Lake*  
613-732-3661  
(Pembroke District)

*Charleston Lake*  
613-354-2173  
(Napanee District)

*Chutes*  
705-869-1330  
(Espanola District)

*Craigleith*  
519-376-3860  
(Owen Sound District)

*Darlington*  
705-324-6121  
(Lindsay District)

*Devil's Glen*  
705-728-2900  
(Huron District)

*Driftwood*  
613-732-3661  
(Pembroke District)

*Earl Rowe*  
705-728-2900  
(Huron District)

*Emily*  
705-324-6121  
(Lindsay District)

*Esker Lakes*  
705-642-3222  
(Kirkland Lake District)

*Fairbank*  
705-522-7823  
(Sudbury District)

*Ferris*  
613-354-2173  
(Napanee District)

*Finlayson Point*  
705-569-3622  
(Temagami District)

*Fitzroy*  
613-836-1237  
(Carleton Place)

*Frontenac Park*  
613-354-2173  
(Napanee District)

*Fushimi Lake*  
705-362-4346  
(Hearst District)

*Greenwater*  
705-272-4365  
(Cochrane District)

*Grundy Lake*  
705-746-4201  
(Parry Sound District)

*Halfway Lake*  
705-522-7823  
(Sudbury District)

*Inverhuron*  
519-376-3860  
(Owen Sound District)

*Ipperwash*  
519-357-3131  
(Wingham District)

*Ivanhoe Lake*  
705-864-1710  
(Chapleau District)

*John E. Pearce*  
519-773-9241  
(Aylmer District)

*Kakabeka Falls*  
807-475-1511  
(Thunder Bay District)

*Kap-Kig-Iwan*  
705-642-3222  
(Kirkland Lake District)

*Kettle Lakes*  
705-267-7951  
(Timmins District)

*Killarney*  
705-522-7823  
(Sudbury District)

*Killbear*  
705-746-4201  
(Parry Sound District)

*Klotz Lake*  
807-854-1030  
(Geraldton District)

*Lady Evelyn Smoothwater*  
705-569-3622  
(Temagami District)

*Lake Nipigon*  
807-887-2120  
(Nipigon District)

*Lake of the Woods*  
807-274-5337  
(Fort Frances District)

*Lake on the Mountain*  
613-354-2173  
(Napanee District)

*Lake St. Peter*  
613-332-3940  
(Bancroft District)

*Lake Superior*  
705-856-2396  
(Wawa District)

*Long Point*  
519-426-7650  
(Simcoe District)

*MacGregor Point*  
519-376-3860  
(Owen Sound District)

*MacLeod*  
807-854-1030  
(Geraldton District)

*Mara*  
705-728-2900  
(Huron District)

*Mark S. Burnham*  
705-324-6121  
(Lindsay District)

*Marten River*  
705-474-5550  
(North Bay District)

*Mattawa River*  
705-474-5550  
(North Bay District)

*McRae Point*  
705-728-2900  
(Huron District)

*Middle Falls*  
807-475-1511  
(Thunder Bay District)

*Mikisew*  
705-645-8747  
(Bracebridge District)

*Missinaibi Lake*  
705-864-1710  
(Chapleau District)

*Mississagi*  
705-356-2234  
(Blind River District)

*Murphys Point Park*  
613-257-5735  
(Carleton Place)

*Nagagamisis*  
705-362-4346  
(Hearst District)

*Neys*  
807-825-3205  
(Terrace Bay District)

*North Beach*  
613-354-2173  
(Napanee District)

*Oastler Lake*  
705-746-4201  
(Parry Sound District)

*Obatanga*  
705-856-2396  
(Wawa District)



*Ojibway*  
807-737-1140  
(Sioux Lookout District)

*Ojibway Prairie Nature Reserve*  
519-354-7340  
(Chatham District)

*Ouimet Canyon*  
807-475-1511  
(Thunder Bay District)

*Pakwash*  
807-727-2253  
(Red Lake District)

*Pancake Bay*  
705-949-1231  
(Sault Ste. Marie District)

*Peters Woods Nature Reserve*  
705-324-6121  
(Lindsay District)

*Petroglyphs*  
613-332-3940  
(Bancroft District)

*The Pinery*  
519-357-3131  
(Wingham District)

*Point Farms*  
519-357-3131  
(Wingham District)

*Polar Bear*  
705-336-2987  
(Moosonee District)

*Port Bruce*  
519-773-9241  
(Aylmer District)

*Port Burwell*  
519-773-9241  
(Aylmer District)

*Presqu'île*  
613-354-2173  
(Napanee District)

*Quetico*  
807-597-6971  
(Atikokan District)

*Rainbow Falls*  
807-825-3205  
(Terrace Bay District)

*Rene Brunelle*  
705-335-6191  
(Kapuskasing District)

*Restoule*  
705-474-5550  
(North Bay District)

*Rideau River*  
613-257-5735  
(Carleton Place)

*Rock Point*  
416-892-2656  
(Niagara District)

*Rondeau*  
519-354-7340  
(Chatham District)

*Rushing River*  
807-468-9841  
(Kenora District)

*Samuel de Champlain*  
705-474-5550  
(North Bay District)

*Sandbanks*  
613-354-2173  
(Napanee District)

*Sandbar Lake*  
807-934-2233  
(Ignace District)

*Sauble Falls*  
519-376-3860  
(Owen Sound District)

*Selkirk*  
519-426-7650  
(Simcoe District)

*Serpent Mounds*  
705-324-6121  
(Lindsay District)

*Sharbot Lake*  
613-257-5735  
(Carleton Place District)

*The Shoals*  
705-864-1710  
(Chapleau District)

*Sibbald Point*  
416-832-2761  
(Maple District)

*Sibley*  
807-475-1511  
(Thunder Bay District)

*Silent Lake*  
613-332-3940  
(Bancroft District)

*Silver Lake*  
613-257-5735  
(Carleton Place)

*Sioux Narrows*  
807-468-9841  
(Kenora District)

*Six Mile Lake*  
705-728-2900  
(Huron District)

*Springwater*  
705-728-2900  
(Huron District)

*Sturgeon Bay*  
705-746-4201  
(Parry Sound District)

*Tidewater*  
705-336-2987  
(Moosonee District)

*Trillium Woods Nature Reserve*  
519-773-9241  
(Aylmer)

*Turkey Point*  
519-426-7650  
(Simcoe District)

*Wakami Lake*  
705-864-1710  
(Chapleau District)

*Wasaga Beach*  
705-728-2900  
(Huron District)

*Wheatley*  
519-354-7340  
(Chatham District)

*White Lake*  
705-856-2396  
(Wawa District)

*Windy Lake*  
705-522-7823  
(Sudbury District)

*Winisk River*  
807-854-1030  
(Geraldton District)

*Woodland Caribou*  
807-727-2253  
(Redlake District)

PROVINCIAL PARKS COUNCIL

2450 McDougall St.  
Windsor N8X 3N6  
519-255-6731

MNR 31

The Council is a Citizen's Advisory Committee which advises the Minister of Natural Resources on policy, planning and development of Ontario provincial parks in relation to changing public needs. The Chairman of the Council, Mr. Lloyd Burrige, may be contacted at the above address. The Coordinator, who is responsible for the Ministry's involvement with the Council, is located at the Parks and Recreational Areas Branch at the following address:

Whitney Block, Rm. 3328  
Queen's Park, Toronto M7A 1W3  
416-965-2745

WILDLIFE BRANCH

Whitney Block, 2nd Flr.  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1W3  
416-965-4252

MNR 32

In accordance with the Game and Fish Act and the Endangered Species Act, the Wildlife Branch manages Ontario's **wildlife** resource programs, including habitat. The branch also develops and recommends programs to manage wildlife, including **moose, deer, bear, upland game, waterfowl, furbearers**, non-game and **endangered species**, and all flora and fauna excluding fish. Hunter participation and harvest are measured, and **hunting** seasons are developed. The Research Section at Maple, listed below, conducts **research** on wildlife ecology, diseases, and species and animal behaviour.

*Wildlife Research*

10401 Dufferin St.  
Maple L0J 1E0  
416-832-2761

The Program Development Section develops policy and management programs for wildlife species, and coordinates wildlife management efforts across the province. Staff maintain liaison with other provinces, the federal government, and other countries to manage species of national or international significance.

The Central Wildlife Services Section coordinates regulatory and statutory recommendations; issues **Convention on International Trade and Endangered Species (CITES)** export permits; administers the provincial **fur** management program, including the **trapper education** program (965-3345) and the hunter education program (965-7642); **certifies** hunter education instructors; and coordinates training courses for Ministry hunting licence examiners. **Wildlife Surveys and Records** (965-8945) verifies lost hunting licences and hunter examination certificates, and carries out surveys of hunters and public interest in wildlife.

The Wildlife Extension Development Section administers the **Community Wildlife Involvement Program** and **Project WILD**, a teacher education program; provides education and information services on other branch programs; maintains liaison with user and special interest groups; monitors land use patterns; works with landowners to facilitate



private land management for wildlife; and interprets wildlife management and use to the public.

Wildlife staff members are located in Ministry district offices throughout the province to provide local services such as: wildlife law enforcement; advice on nuisance wildlife control; licensing of trappers, hunter education instructors, hunters and other persons requiring permits for activities involving wildlife; and information on hunting and other wildlife-based recreational opportunities. District offices are listed under this Ministry's Field Organization entries.

Branch publications, which are available from the Public Information Centre, 1st Floor, Whitney Block (965-4251) and district offices, include hunter education and reference manuals, hunting and **trapping** regulations, wildlife management, beaver, deer and moose management, Ontario **turtles**, wolves and coyotes, vegetation management for wildlife, and **ducks** or waterfowl identification.

## FIELD ORGANIZATION

### FIELD ORGANIZATION

MNR 33

The Ministry of Natural Resources is organized functionally and geographically so that operational decision-making is as close as possible to the program delivery level. For administrative purposes, Ontario is divided into eight regions and 47 districts. The district managers, regional directors and two field Assistant Deputy Ministers serve the public and local area interests by implementing the Ministry's Land Management, Outdoor Recreation and Forest Resources programs (described separately). These programs cover minerals management, fish and wildlife, forest management, public lands and waters, provincial parks, and fuel and industrial minerals management.

The main thrust of program delivery is in the Ministry's district offices, where management and use of natural resources takes place with consideration for local requirements. District managers and staff prepare local program strategies (e.g., land use planning), and integrate individual resource plans that are consistent with the district strategy. Each district manager is responsible to the appropriate regional director for all activities assigned to the district.

Regional offices are organized into functional units headed by specialists responsible for providing advice and support to the districts. In some instances, such as conservation authorities, engineering and administrative services, the regional office is also the delivery point for Ministry programs.

The principal role of the regional director and staff is to direct and coordinate district activities by establishing regional priorities and allocating appropriate resources; setting program standards, and auditing to ensure that standards are met; developing and overseeing implementation of training programs; and providing specialized advice and support services. In addition, the regional director and staff recommend annual work plans to the Assistant Deputy Ministers, and identify areas where policy is required or needs to be modified.

Program management, coordination of policy, and delivery of services across Northern and Southern Ontario are the responsibility of two field Assistant Deputy Ministers. They convey the opinions of field staff to the Deputy Minister through their membership on senior management committees.

For the locations of regional, district and other offices, see the following entries: Field Organization, Northern Ontario, and Field Organization, Southern Ontario.

## ASSISTANT DEPUTY MINISTER - NORTHERN ONTARIO

### FIELD ORGANIZATION

MNR 34

Ontario Government Bldg.  
435 James St. S., P. O. Box 5000  
Thunder Bay P7C 5G6  
807-475-1271  
(When in Toronto: Rm. 6346, Whitney Block  
416-965-7783)

The four northern regional directors and the Aviation and Fire Management Centre director report to the Assistant Deputy Minister of Northern Ontario. Each regional office is listed below, followed by the district offices, year round work centres, **fisheries** assessment units and **nurseries** reporting to it. Residents outside an office's local calling area are advised to consult the blue pages of their public telephone directory for the toll-free telephone number.

### NORTH CENTRAL REGION

#### *Regional Office*

Ontario Government Building  
435 James St. S., P. O. Box 5000  
Thunder Bay **P7C 5G6**  
807-475-1261

Ontario Government Building  
435 James St. S., P. O. Box 5000  
Thunder Bay **P7C 5G6**  
807-475-1511

#### **Year Round Work Centres**

#### **District Offices**

108 Saturn Ave.  
Atikokan **P0T 1C0**  
807-597-6971

*Armstrong Satellite Base*  
P. O. Box 69  
**Armstrong P0T 1A0**  
807-583-2364  
(Nipigon District)

Box 640  
Geraldton **P0T 1M0**  
807-854-1030

*Nym Lake Base*  
Atikokan **P0T 1C0**  
807-597-2734  
(Atikokan District)

Box 970  
Nipigon **P0T 2J0**  
807-887-2120

*Macdiarmid Satellite Base*  
P. O. Box 120  
**Beardmore P0T 1G0**  
807-885-5521  
(Nipigon District)

P. O. Box 280  
Terrace Bay **P0T 2W0**  
807-825-3205

*Geraldton Fire Centre*  
P. O. Box 640  
**Geraldton P0T 1M0**  
807-854-1600

*Manitouwadge*  
Box 309  
**Manitouwadge P0T 2C0**  
807-826-3225  
(Terrace Bay District)

*Nakina Office*  
23 Kingsland  
**Nakina P0T 2H0**  
807-329-5251  
(Geraldton District)

*Shebandowan Headquarters*  
P. O. Box 43  
**Shebandowan P0T 2T0**  
807-926-2182  
(Thunder Bay District)

*Fisheries Research  
Productivity Unit*  
Spruce River Rd., P. O. Box 2089  
**Thunder Bay P7B 5E7**  
807-683-6232

*Fisheries Research Walleye Unit*  
Ontario Government Bldg.  
435 James St. S.  
**Thunder Bay P7C 5G6**  
807-475-1636

*Northern Forest Research Unit*  
Dawson Rd., P. O. Box 2960  
**Thunder Bay P7B 5G5**  
807-767-1607

*Regional Fire Centre*  
1580 W. Arthur St.  
**Thunder Bay P7C 5G6**  
807-475-1405

*Thunder Bay District Fire Centre*  
P. O. Box 5000  
1580 W. Arthur St.  
**Thunder Bay P7C 5G6**  
807-475-1415

*Thunder Bay Service Centre*  
P. O. Box 5000  
1580 W. Arthur St.  
**Thunder Bay P7C 5G6**  
807-475-1645

*Upsala Headquarters*  
**Upsala P0T 2Y0**  
807-986-2339  
(Thunder Bay District)

#### **Fisheries Assessment Unit**

*Lake Superior*  
P. O. Box 5000  
**Thunder Bay P7C 5G6**  
807-475-1635

#### **Fish Culture Station**

*Dorion*  
**Dorion P0T 1K0**  
807-857-2322  
(Thunder Bay Region)

#### **Nurseries**

*Thunder Bay Nursery*  
Thunder Bay Forest Station  
R. R. 1  
**Thunder Bay P7C 4T9**  
807-939-2561

#### **NORTHEASTERN REGION**

*Regional Office*  
Provincial Government Bldg.  
199 Larch St.  
**Sudbury P3E 5P9**  
705-675-4120



**District Offices**

62 Queen St., Box 190  
**Blind River P0R 1B0**  
705-356-2234

Box 1340, 148 Fleming St.  
**Espanola P0P 1C0**  
705-869-1330

Box 3070, R.R. #3, Hwy. 63  
**North Bay P1B 8K7**  
705-474-5550

875 Queen St. E.  
**Sault Ste. Marie P6A 5L5**  
705-949-1231

P. O. Box 3500, Station 'A'  
**Sudbury P3A 4S2**  
705-522-7823

Box 38, Lakeshore Dr.  
**Temagami P0H 2H0**  
705-569-3622

Highway 101, Box 1160  
**Wawa P0S 1K0**  
705-856-2396

**Year Round Work Centres**

*Powassan*  
Box 208  
**Powassan P0H 1Z0**  
705-724-2007  
(North Bay District)

*Kirkwood Office*  
P. O. Box 310  
**Thessalon P0R 1L0**  
705-842-2434  
(Blind River District)

*Cold Storage Warehouse*  
P. O. Box 1160, Hwy 101  
**Wawa P0S 1K0**  
705-856-7041

**Fisheries Assessment Unit**

*Nipissing*  
P. O. Box 3070  
**North Bay P1B 8K7**  
705-474-5550

**Fish Culture Stations**

*Sandfield*  
Box 10, R. R. 3  
**Manitoulin Island P0P 2C0**  
705-859-3370  
(Espanola District)

*North Bay*  
R. R. 1  
**Redbridge P0H 2A0**  
705-663-2311

*Tarentorus*  
R. R. 5  
**Sault Ste. Marie P6A 6J8**  
705-949-1235

**Nurseries**

*Kirkwood Nursery*  
Box 310  
**Thessalon P0R 1L0**  
705-842-2345

**NORTHERN REGION**

*Regional Office*  
140 Fourth Ave., Box 3000  
**Cochrane P0L 1C0**  
705-272-4287

*Regional Sub-Office*  
60 Wilson Ave.  
**Timmins P4N 2S7**  
705-267-1401

### District Offices

190-192 Cherry St., P. O. Box 450  
**Chapleau P0M 1K0**  
705-864-1710

2 Third Ave., Box 730  
**Cochrane P0L 1C0**  
705-272-4365

P. O. Box 129  
**Gogama P0M 1W0**  
705-894-2000

631 Front St. Box 670  
**Hearst P0L 1N0**  
705-362-4346

6 Government Rd.  
**Kapuskasing P5N 2W4**  
705-335-6191

*Resident Geologist*  
4 Government Rd. E.  
**Kirkland Lake P2N 1A2**  
705-567-5242

Box 190  
**Moosonee P0L 1Y0**  
705-336-2987

Box 129  
**Swastika P0K 1T0**  
705-642-3222  
(Kirkland Lake District)

896 Riverside Dr.  
**Timmins P4N 2W2**  
705-267-7951

### Year Round Work Centres

*Elk Lake Sub-Office*  
P. O. Box 100  
**Elk Lake P0K 1G0**  
705-678-2241

*Englehart Sub-Office*  
P. O. Box 520  
**Englehart P0J 1H0**  
705-544-2331

*Hornepayne*  
P. O. Box 429  
**Hornepayne P0M 1Z0**  
807-868-2303  
(Hearst District)

*Matheson Sub-Office*  
P. O. Box 609  
**Matheson P0K 1N0**  
705-273-2546  
(Kirkland Lake District)

*Regional Service Centre*  
R. R. 2  
**Timmins P4N 7C3**  
705-268-2600

### Fish Culture Station

*Hills Lake*  
R. R. 2  
**Englehart P0J 1H0**  
705-544-2834  
(Kirkland Lake District)

### Nurseries

*Chapleau Nursery*  
190 Cherry St., P. O. Box 450  
**Chapleau P0M 1K0**  
705-864-1717

*Gogama Nursery*  
**Gogama P0M 1W0**  
705-894-2000

*Swastika Nursery*  
P. O. Box 129  
**Swastika P0K 1T0**  
705-567-3372

## NORTHWESTERN REGION

*Regional Office*  
810 Robertson St.  
Box 5160  
**Kenora P9N 3X9**  
807-468-3111

### District Offices

Box 730  
**Dryden P8N 2Z4**  
807-223-3341

922 Scott St.  
**Fort Frances P9A 1J4**  
807-274-5337

Box 448  
**Ignace P0T 1T0**  
807-934-2233

Box 5080  
**Kenora P9N 3X9**  
807-468-9841

*Mining Recorder*  
P.O. Box 5050  
**Kenora P9N 3X9**  
807-468-9841

Box 5003  
**Red Lake P0V 2M0**  
807-727-2253

*Resident Geologist*  
Box 5003  
**Red Lake P0V 2M0**  
807-727-3272

*Mining Recorder*  
P. O. Box 324  
**Red Lake P0V 2M0**  
807-727-3272

Box 309  
**Sioux Lookout P0V 2T0**  
807-737-1140

*Resident Geologist*  
Box 3000  
**Sioux Lookout P0V 2T0**  
807-737-2039

*Mining Recorder*  
P. O. Box 3000  
**Sioux Lookout P0V 2T0**  
807-737-2034

### Year Round Work Centres

*Fire Management Centre*  
P. O. Box 850  
**Dryden P8N 2Z5**  
807-937-4402

*Pickle Lake Satellite Base*  
**Pickle Lake P0V 3A0**  
807-928-2470  
(Sioux Lookout District)

*Fort Frances Sub-Office*  
P. O. Box 7  
**Rainy River P0W 1L0**  
807-852-3801  
(Fort Frances District)

*Sioux Lookout Fire Centre*  
Box 309  
**Sioux Lookout P0V 2T0**  
807-737-1140



**Fisheries Assessment Unit**

*Lake of the Woods*  
 808 Robertson St.  
 P. O. Box 5080  
**Kenora P9N 3X9**  
 807-468-9841

**Nursery**

*Wabigoon Nursery*  
 P. O. Box 90  
**Wabigoon P0V 2W0**  
 807-938-6326

**AVIATION AND FIRE MANAGEMENT CENTRE**

MNR 35

747 Queen St. E., P. O. Box 310  
 Sault Ste. Marie P6A 5L8  
 705-942-1800

The Centre coordinates the operation and maintenance of the provincial fleet of **aircraft** for **forest fire** suppression, resources management, aerial **surveys**, aerial **photography**, mercy flights, search and rescue missions, and transportation. Fire management planning is organized by the Centre. In company with the regions, it coordinates provincial fire management operations, **research** and development of forest fire equipment and systems, forest fire fighter training, and a provincial fire prevention program. The Centre also establishes interprovincial and international agreements; cooperates with municipalities, railway and forest industries on forest fire prevention and control; manages a provincial **telecommunications** network consisting of radio systems serving all major Ministry programs, including forest fire control and aircraft communications; and organizes research and development of telecommunications equipment and systems. Each regional office has an aviation and fire management program manager working in conjunction with the Centre. It also has a flight operations office in Malton (P. O. Box 189, Mississauga L4T 3B6, 416-678-1173).

**ASSISTANT DEPUTY MINISTER - SOUTHERN ONTARIO****FIELD ORGANIZATION**

MNR 36

Maple L0J 1E0  
 416-832-7193  
 (When in Toronto: Rm. 6342, Whitney Block  
 416-965-7783)

The four southern regional directors report to the Assistant Deputy Minister of Southern Ontario. Each regional office is listed below, followed by the district offices, year round work centres, **fisheries** assessment units and **nurseries** reporting to it. The Petroleum Resources Program, described in a separate entry, is administered by the Southwestern Regional Office. Residents outside an office's local calling area are advised to consult the blue pages of their public telephone directory for the toll-free telephone number.

**ALGONQUIN REGION**

*Leslie M. Frost*  
*Natural Resources Centre*  
**Dorset P0A 1E0**  
 705-766-2451

*Regional Office*  
 Brendale Square, Box 9000  
**Huntsville P0A 1K0**  
 705-789-9611

*Construction Depot Huntsville*  
Box 1119  
**Huntsville P0A 1K0**  
705-789-9611

**District Offices**

Box 500  
**Bancroft K0L 1C0**  
613-332-3940  
(Bancroft District)

Box 1138  
**Bracebridge P0B 1C0**  
705-645-8747  
(Bracebridge District)

General Delivery  
**Minden K0M 2K0**  
705-286-1521  
(Minden District)

4 Miller St.  
**Parry Sound P2A 1S8**  
705-746-4201  
(Parry Sound District)

Riverside Dr., Box 220  
**Pembroke K8A 6X4**  
613-732-3661  
(Pembroke District)

Box 219  
**Whitney K0J 2M0**  
613-637-2780  
(Algonquin Park District)

**Year Round Work Centres**

*Portage Lake*  
Site 5, Box 4, R. R. 1  
**Britt P0G 1A0**  
705-383-2303  
(Parry Sound District)

*Dacre*  
**Dacre K0J 1N0**  
613-649-2418  
(Pembroke District)

*Round Lake*  
R. R. 5  
**Killaloe K0J 2A0**  
613-757-2507  
(Pembroke District)

*Palmer Rapids*  
**Palmer Rapids K0J 2E0**  
613-758-2020  
(Pembroke District)

*Parry Sound*  
7 Bay St.  
**Parry Sound P2A 1S4**  
705-746-4201  
(Parry Sound District)

*Stonecliffe*  
**Stonecliffe K0J 2K0**  
613-586-2253  
(Pembroke District)

*Algonquin Park Museum*  
Box 219  
**Whitney K0J 2M0**  
705-633-5592  
(Algonquin Park District)

**Fisheries Assessment Units**

*Haliburton-Hastings*  
Box 500  
**Bancroft K0L 1C0**  
613-332-3940

*Algonquin*  
P. O. Box 219  
**Whitney K0J 2M0**  
613-637-2780  
(Algonquin Park District)

## Fish Culture Stations

*Pembroke*  
Laurentian Dr.  
**Petawawa K8H 2Z1**  
613-687-5935  
(Pembroke District)

*Skeleton Lake*  
R. R. 1  
**Utterson P0B 1M0**  
705-769-3731  
(Bracebridge District)

## CENTRAL REGION

*Regional Office*  
10670 Yonge St.  
**Richmond Hill L4C 3C9**  
416-884-9203

### District Offices

Box 2186, Beaverdale Rd.  
**Cambridge N3C 2W1**  
519-658-9355  
(Cambridge District)

Hwy 20 W., Box 1070  
**Fonthill L0S 1E0**  
416-892-2656  
(Niagara District)

Ontario Government Bldg.  
322 Kent St. W.  
**Lindsay K9V 4T7**  
705-324-6121  
(Lindsay District)

10401 Dufferin St.  
**Maple L0J 1E0**  
416-832-2761  
(Maple District)

**Midhurst L0L 1X0**  
705-728-2900  
(Huron District)

### Year Round Work Centres

*Earl Rowe Provincial Park*  
Box 966  
**Alliston L0M 1A0**  
705-435-4331  
(Huron District)  
(Camping & day use  
Seasonal Conservation Officer  
Headquarters year round)

*Bronte Creek Provincial Park*  
1219 Burloak Dr., R. R. 2  
**Burlington L7R 3X5**  
416-335-0023  
(Cambridge District)  
(Day use facilities)

*Ganaraska Forest*  
R. R. 1  
**Campbellcroft L0A 1B0**  
416-797-2959  
(Lindsay District)

*Copeland Forest Resource Management Unit*  
c/o Springwater Provincial Park  
**Midhurst L0L 1X0**  
705-728-7393  
(Huron District)

*Springwater Provincial Park*  
**Midhurst L0L 1X0**  
705-728-7393  
(Huron District)  
(Day use Facilities)

*Wildlife Compound*  
**Midhurst L0L 1X0**  
705-728-7393  
(Huron District)



*Tiny/Wye Marsh*  
Wildlife Areas, Box 613

**Midland L4R 4L3**

705-322-2200

(Huron District)

*Bass Lake Provincial Park*

P. O. Box 2178

**Orillia L3V 6S1**

705-326-7054

(Huron District)

(Camping & day use

Seasonal Conservation Officer

Headquarters year round)

*Northumberland Forest*

R. R. 4

**Roseneath K0K 2X0**

416-349-2779

(Lindsay District)

*York Regional Forest Headquarters*

R. R. 3

**Stouffville L4A 7X4**

416-473-2160

(Maple District)

*Wasaga Beach Provincial Park*

P. O. Box 183

**Wasaga Beach L0L 2P0**

705-429-2516

(Huron District)

(Day use Facilities)

#### **Fisheries Assessment Units**

*Kawartha*

322 Kent St. W.

**Lindsay K9V 2Z9**

705-324-6121

(Lindsay District)

*Lake Ontario*

10670 Yonge St.

**Richmond Hill L4C 3C9**

416-883-3232

*Lake Simcoe*

Sibbald's Point Provincial Park

R. R. 2

**Sutton West L0E 1R0**

416-722-5512

(Maple District)

#### **Fish Culture Station**

*Harwood*

Box 79

**Harwood K0K 2H0**

416-342-2860

(Lindsay District)

*Deer Lake*

R. R. 1

**Havelock K0L 1Z0**

705-778-3391

(Lindsay District)

*Ringwood*

R. R. 2

**Stouffville L4A 7X3**

416-640-6204

(Maple District)

#### **Nurseries**

*Ontario Tree Seed Plant*

P. O. Box 70

**Angus L0M 1B0**

705-424-5311

*Midhurst Nursery*

**Midhurst L0L 1X0**

705-728-2900

*Orono Nursery*

P. O. Box 119

**Orono L0B 1M0**

416-983-9147

## EASTERN REGION

*Regional Office*  
Provincial Government Bldg.  
Concession Rd.  
**Kemptville K0G 1J0**  
613-258-8215

### District Offices

P. O. Box 605  
Oxford Avenue  
**Brockville K6V 5V8**  
613-342-8524  
(Brockville District)

10 Findlay Ave.  
**Carleton Place K7C 3Z6**  
613-257-5735  
(Carleton Place District)

113 Amelia St., Box 1749  
**Cornwall K6H 5V7**  
613-933-1774  
(Cornwall District)

1 Richmond Blvd.  
**Napanee K7R 3S3**  
613-354-2173  
(Napanee District)

23 Spring St.  
P.O. Box 70  
**Tweed K0K 3J0**  
613-478-2330  
(Tweed District)

### Year Round Work Centres

*Larose Forest Headquarters*  
P. O. Box 10  
**Bourget K0A 1E0**  
613-487-2100  
(Cornwall District)

*Limerick Forest Headquarters*  
R. R. 2  
**Oxford Station K0G 1T0**  
613-258-3151  
(Brockville District)

*Glenora Research Station*  
R. R. 4  
**Picton K0K 2T0**  
613-476-2400  
(Napanee District)

*White Lake*  
R. R. 2  
**Sharbot Lake K0H 2P0**  
613-335-2115  
(Tweed District)

*Tweed Warehouse and Fire Complex*  
Hungerford Rd.  
**Tweed K0K 3J0**  
613-478-2330  
(Tweed District)

### Fish Culture Stations

R. R. 2  
**Codrington K0K 1R0**  
613-475-2512  
(Napanee District)

### Nurseries

*G. Howard Ferguson*  
R. R. 4  
**Kemptville K0G 1J0**  
613-238-7326 (Ottawa line)  
613-258-8355

## SOUTHWESTERN REGION

*Regional Office*  
659 Exeter Rd., P. O. Box 5463  
**London N6A 4L6**  
519-661-2800

**District Offices**

353 Talbot St. W., Box 940  
**Aylmer N5H 2S8**  
519-773-9241  
(Aylmer District)

Kent County Municipal Bldg.  
435 Grand Ave. W., Box 1168  
**Chatham N7M 5L8**  
519-354-7340  
(Chatham District)

611-9th Ave. E.  
**Owen Sound N4K 3E4**  
519-376-3860  
(Owen Sound District)

548 Queensway W.  
P. O. Box 706  
**Simcoe N3Y 4T2**  
519-426-7650  
(Simcoe District)

R. R. 5  
**Wingham N0G 2W0**  
519-357-3131  
(Wingham District)

**Year Round Work Centres**

*Hullett Wildlife Management Area*  
R. R. 4  
**Clinton N0M 1L0**  
519-482-7011  
(Wingham District)

*Kilworth Division Office*  
R. R. 3  
**London N6A 4B7**  
519-472-0820  
(Aylmer District)

*Petroleum Resources Laboratory*  
659 Exeter Rd., P.O. Box 5463  
**London N6A 4L6**  
519-661-2796

*Petrolia Detachment Office*  
4229 Petrolia St., P. O. Box 1379  
**Petrolia N0N 1R0**  
519-882-0502  
(Chatham District)

*Lake Erie Assessment  
Sub Station*  
Box 429  
**Port Dover N0A 1N0**  
519-583-0981  
(Simcoe District)

*Fisheries Research Station*  
R. R. 2  
**Wheatley N0P 2P0**  
519-825-4171  
(Chatham District)

*Wheatley Law Enforcement*  
R. R. 2  
**Wheatley N0P 2P0**  
519-825-7120

**Fish Culture Stations**

*Chatsworth*  
R. R. 2  
**Chatsworth N0H 1G0**  
519-794-2340  
(Owen Sound District)

*Normandale*  
R. R. 1  
**Vittoria N0E 1W0**  
519-426-3142  
(Simcoe District)

**Fisheries Assessment Units**

*Lake Huron*  
611 Ninth Ave. E.  
**Owen Sound N4K 3E4**  
519-376-6531  
(Owen Sound District)



*Lake St. Clair*

R. R. 2

**Tilbury NOP 2L0**

519-682-1152

(Chatham District)

*Lake Erie*

R. R. 2

**Wheatley NOP 2P0**

519-825-4623

(Chatham District)

**Nurseries***St. Williams Nursery*

R. R. 1

**St. Williams NOE 1P0**

519-586-3576

**PETROLEUM RESOURCES PROGRAM**

MNR 37

659 Exeter Rd., Box 5463

London N6A 4L6

519-661-2766

The **Petroleum Resources Act**, which is administered by the Ministry's Southwestern Regional Office, regulates exploration, **drilling** and production of **oil** and **natural gas** on land and offshore in the **Great Lakes**. The office issues **permits** to drill **petroleum wells**, and **licences** to operate drilling rigs, lease oil and gas rights, and conduct exploration **surveys**. A computerized petroleum well data system provides engineering and geological data on petroleum wells and pools. **Maps** showing petroleum well locations and status are also available. The office investigates inquiries regarding unsafe or uncontrolled flowing wells and brine spills. Historical records of geophysical logs and samples of petroleum wells previously drilled in Ontario are available to the public from the Petroleum Resources Section, 659 Exeter Rd., London (519-661-2796). Inquiries regarding specific wells may be directed to Petroleum Resources Inspectors at the Simcoe and Chatham district offices, listed under the Ministry's Field Organization, Southern Ontario entry.

**AGENCIES**

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Natural Resources are listed below. Contact the Financial Resources Branch for unlisted agencies. Conservation Authorities are listed under the Conservation Authorities and Water Management Branch entry.

**ALGONQUIN FORESTRY AUTHORITY**

MNR 38

222 Main St. W.

P.O. Box 1198

Huntsville POA 1K0

705-789-9647

The Algonquin Forestry Authority is a Crown corporation responsible for maintaining an integrated resource management approach within Algonquin Provincial Park. The Authority has been assigned the task of ensuring the viability of the local **forest** industry by managing and upgrading the quality of the forest and effectively utilizing its range of products. Maintaining a forest cover which satisfies the requirements of regeneration, aesthetics and preservation of diverse vegetation types is also the Authority's responsibility. It preserves and protects the recreational values, fish and wildlife habitat, soil and water resources within the park.

The Authority has an office in Pembroke, listed below.

*Algonquin Forestry Authority*

Area Supervisor

84-6 Isabella St., Box 786

**Pembroke K8A 5S5**

613-735-0173

**MINING AND LANDS COMMISSIONER**

**MNR 39**

Box 330, 24th Flr.

700 Bay St.

Toronto M5G 1Z6

416-965-1824

The Mining and Lands Commissioner exercises administrative and judicial duties under the **Mining Act** and the **Beach Protection Act**, and duties of the Minister of Natural Resources assigned by regulation. Examples of such jurisdiction are extension orders, granting of relief from forfeiture, disputes, hearing of appeals, **easements** and vesting orders. Application forms and supporting abstracts for applications for extension orders and licence renewals may be obtained from one of the nine mining recorders, listed under the Ministry of Northern Development and Mines. Other applications should be made through the Mining and Lands Commissioner, at the above address. Notices of appeal under the Mining Act must be filed with the mining recorders. Where practicable, hearings are arranged in local court houses.

**ACTS**

**ACTS**

**MNR 40**

The Ministry of Natural Resources is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Algonquin Forestry Authority Act

Algonquin Provincial Park Extension Act, 1960-61

An Act to Confirm the Title of the Government of Canada to  
Certain Lands and Indian Lands, 1915

An Act for the Settlement of Certain Questions Between  
the Governments of Canada and Ontario

Respecting Indian Reserve Lands, 1891

Arboreal Emblem Act, 1984

Beach Protection Act

Beds of Navigable Waters Act

Boating Restriction Regulations

Canada Company's Lands Act, 1922

Conservation Authorities Act

Crown Timber Act

Endangered Species Act

Fish Inspection Act

Fisheries Act (Canada-Ontario Fishery Regulations)

Fisheries Industrial Development Act  
Fisheries Loans Act  
Forest Fires Prevention Act  
Forest Tree Pest Control Act  
Forestry Act  
Freshwater Fish Marketing Act (Ontario)  
Game and Fish Act  
Gananoque Lands Act, 1961-62  
Gas and Oil Leases Act  
Indian Lands Act 1924  
Industrial and Mining Lands Compensation Act  
Lac Seul Conservation Act, 1928  
Lake of the Woods Control Board Act, 1922  
Lakes and Rivers Improvement Act  
Manitoba-Ontario Lake St. Joseph Diversion  
Agreement Authorization Act, 1958  
Migratory Birds Convention Act (Canada) - Ontario Regulations  
Mineral Emblem Act  
Ministry of Natural Resources Act  
National Radio Observatory Act, 1962-63  
North Georgian Bay Recreational Reserve Act, 1962-63  
Ontario Geographic Names Board Act  
Ontario Harbours Agreement Act, 1962-63  
Ottawa River Water Powers Act, 1943  
Parks Assistance Act  
Petroleum Resources Act  
Pits and Quarries Control Act  
Provincial Parks Act  
Public Lands Act  
Seine River Diversion Act, 1952  
Settlers' Pulpwood Protection Act  
Spruce Pulpwood Exportation Act  
Steep Rock Iron Ore Development Act, 1949  
Surveyors Act  
Surveys Act  
Trees Act  
Wild Rice Harvesting Act  
Wilderness Areas Act  
Wolf Damage to Livestock Compensation Act  
Woodlands Improvement Act  
Woodmen's Employment Act  
Woodmen's Lien for Wages Act



## MINISTRY OF NORTHERN DEVELOPMENT AND MINES

10 Wellesley St. E.  
Toronto M4Y 1G2

The Ministry of Northern Development and Mines was established in November, 1985 from the former Ministry of Northern Affairs and the Division of Mines and Minerals (except aggregates), which was transferred from the Ministry of Natural Resources.

The Ministry's primary mandate is two-fold: to meet the special needs of Northern Ontario by encouraging its economic and social development and coordinating other ministries' northern policies and programs; and to promote and regulate the development and utilization of the province's mineral resources.

The Mines and Minerals Division comprises the Ontario Geological Survey (OGS), the Mineral Development and Lands Branch (MDLB) and the Ontario Mineral Exploration Program Office (OMEP). Regional mineral resource managers, 16 resident geologists and 9 mining recorders provide consulting services to government and the private sector regarding the geology and mineral deposits of the province and acquisition of mineral rights. The Ministry also manages seven Drill Core Libraries for the storage and retrieval of representative sections of mineral exploration core samples.

A network of 32 Northern Affairs Officers, located in communities throughout Northern Ontario, provides information and assistance to individuals dealing with provincial government ministries, and informs the Ministry of Northern Development and Mines of local concerns and community needs.

### CORPORATE SERVICES DIVISION

#### RELOCATION UNIT

NDM 1

56 Wellesley St. W.  
Toronto M5S 2S3  
416-963-3028

On July 30, 1986, the Premier announced the relocation of the Ministry of Northern Development and Mines to Sudbury.

The Relocation Unit is responsible for planning and implementing all aspects of the project, including design and construction of new facilities, staff information and counseling, and the physical transfer of staff and offices.

The Ministry Relocation Committee approves policies and programs and maintains effective communication between the Northern Ontario Relocation Program Coordinating Committee, the Deputy Minister's Steering Committee and the Ministry.

#### LEGAL SERVICES

NDM 2

56 Wellesley St. W., 16th Flr.  
Toronto M7A 2B7  
416-963-3272

This office provides legal services to the Ministry of Northern Development and Mines, and is responsible to the Ministry of the Attorney General.

## CORPORATE PLANNING SECRETARIAT

NDM 3

10 Wellesley St. E., 9th Flr.  
 Toronto M4Y 1G2  
 416-965-1669

The Secretariat provides corporate policy advice to the Minister of Northern Development, the Minister of Mines, and the Deputy Minister of Northern Development and Mines. Responsibilities include coordinating the Ministry's policy development and corporate planning processes; designing and managing the strategic, program and operational planning processes; and maintaining liaison between the Ministry, central agencies and other levels of government.

## HUMAN RESOURCES BRANCH

NDM 4

56 Wellesley St. W.  
 Toronto M7A 2B7  
 416-963-3092

The Human Resources Branch performs **personnel** functions for the Ministry in the areas of staff relations, classification, pay administration, **employee** benefits, staffing, health and safety, **employment equity**, youth employment, training and development and employee counselling.

## COMMUNICATIONS SERVICES BRANCH

NDM 5

56 Wellesley St. W.  
 Toronto M7A 2B7  
 416-965-7577

The Communications Services Branch informs the public, client groups and the news media about the Ministry's activities; establishes communications policy for the Ministry; advises other branches on communications issues; and provides support to the Minister and the Deputy Minister. Activities include: media liaison, answering public inquiries, advertising, and producing and distributing publications, news releases and audio-visual materials. The branch is also responsible for such major undertakings as **Ontario North Now** at Ontario Place, and Ministry participation in the Sportsmen and Ski shows held in Toronto each year. Information officers are also located in Sudbury and Thunder Bay.

## FINANCIAL SERVICES BRANCH

NDM 6

10 Wellesley St. E., 8th Flr.  
 Toronto M4Y 1G2  
 416-965-1417

The branch provides financial management services to the Ministry by developing expenditure plans and preparing annual estimates for programs and administrative budgets. Activities include maintaining in-year financial control by monitoring project approvals and expenditures against approved budgets of various programs and activities; approving and initiating payment requisitions; and coordinating the provision of financial and general **accounting** services within the Ministry.

AUDIT SERVICES

NDM 7

200 Brady St., 6th Flr.  
Sudbury P3E 5K3  
705-675-4395

Audit Services performs internal audit functions, such as reviewing and appraising the Ministry's financial and management control systems, and ascertaining compliance with Ministry and government policies and procedures.

INFORMATION TECHNOLOGY AND OFFICE  
SERVICES BRANCH

NDM 8

Information Technology Section  
56 Wellesley St. W., 16th Flr.  
Toronto M7A 2B7  
416-965-1417

Administrative Services Section  
10 Wellesley St. E., 8th Flr.  
Toronto M4Y 1G2  
416-965-1417

The Administrative Services Section of the branch is responsible for accommodation, purchasing, vehicle fleet management, **records management** and various office services. The section also operates a **library** dealing specifically with Northern Ontario, and a **reading room** which, in accordance with the government's freedom of information policy, provides public access to Ministry publications, statutes and some manuals and internal procedures.

The Information Technology Section coordinates, implements and advises on the provision and cost-effective use of office automation and **computer technology** throughout the Ministry.

NORTHERN DEVELOPMENT DIVISION

COMMUNITY RELATIONS BRANCH

NDM 9

The Ministry of Northern Development and Mines has two Community Relations Branches headquartered in Sudbury and Kenora. These branches administer a network of 30 'storefront' offices, each staffed by an officer and clerical assistant, located in communities throughout Northern Ontario. The Northern Affairs Officers, who make regular visitations to approximately 40 satellite communities, act as contact points for government and attempt to solve problems for people removed from service points. In many cases, the Officer's task is to function as a coordinator; in others, it is to point the client to the appropriate government contact. Responsibilities include serving as an official agent for other ministries' programs and as the central reference point for federal, provincial and municipal departments, ministries, or agencies.

The Ministry operates an extensive telex network to speed the flow of information, particularly from local offices to regional offices and Toronto, and vice versa. In Toronto, a **Coordinator of Interministerial and Customer Services** establishes and maintains contact with the central offices of other ministries, departments and agencies. The Coordinator is attached to the Program Development and Operational Support Branch of the Ministry.



Northern Affairs Officers assist unincorporated communities (communities with no municipal government under the Municipal Act), which are unique to Northern Ontario, in establishing **Local Services Boards**. These Boards are legally constituted bodies of members elected to act on behalf of the residents to ensure provision of basic services such as water supply, fire protection, sewage disposal, street lighting, garbage collection and recreational programs. Establishment of a Local Services Board is optional, as are the services it may choose to offer. Communities which raise half the budgeted costs are eligible for operation **subsidies** from the Ministry.

Northern Affairs Officers are also involved with implementation and administration of the Ministry's **Unincorporated Communities Fire Protection Program (UCFP)**. This program assists unincorporated communities in providing a basic level of fire protection. The Community Relations Branches offer minor capital assistance to establish basic services in unincorporated communities through the **Unincorporated Capital Assistance Program (UCAP)**.

Northern Affairs Officers are frequently requested to collect data to facilitate the planning process of the Ministry.

The nearest Northern Affairs Officer can be reached without charge from outlying communities throughout Northern Ontario by dialing the operator and asking for Zenith 33160. Community Relations Branch Offices are listed below.

#### **NORTHEASTERN ONTARIO**

*Community Relations Branch*  
199 Larch St., 4th Flr.  
**Sudbury P3E 5P9**  
705-675-4441

161 Sixth Ave.  
P. O. Box 668  
**Cochrane P0L 1C0**  
705-272-4274

10 Brunswick Walk  
**Elliot Lake P5A 2A8**  
705-848-7133

#### **NORTHWESTERN ONTARIO**

*Community Relations Branch*  
12 Main St. S.  
**Kenora P9N 1S7**  
807-468-3135

Espanola Mall  
Highway 6 South  
P. O. Box 1718  
**Espanola P0P 1C0**  
705-869-1532

#### **NORTHERN AFFAIRS OFFICERS NORTHEASTERN ONTARIO**

13 Lawton St.  
**Blind River P0R 1B0**  
705-356-2226

904 George St.  
P. O. Box 1688  
**Hearst P0L 1N0**  
705-362-4358

31 Birch St. E.  
**Chapleau P0M 1K0**  
705-864-1515

253 Ambridge Drive 'A'  
P. O. Box 460  
**Iroquois Falls P0K 1G0**  
705-232-4001

Model City Mall  
**Kapuskasing P5N 2E9**  
705-335-6008

32A Prospect Ave.  
P. O. Box 635  
**Kirkland Lake P2N 3K1**  
705-567-3291

King & Young Sts.  
P. O. Box 128  
**Mindemoya P0P 1S0**  
705-377-5396

Main St.  
P. O. Box 307  
**Moosonee P0L 1Y0**  
705-336-2991  
(Cree language spoken)

310 Whitewood Ave.  
P. O. Box 68  
**New Liskeard P0J 1P0**  
705-647-7391

267 Main St. W.  
**North Bay P1B 2T8**  
705-472-3911

70 Church St.  
**Parry Sound P2A 1Y9**  
705-746-4296

444 Queen St. E.  
**Sault Ste. Marie P6A 1Z7**  
705-254-6623

191 Main St.  
P. O. Box 1930  
**Sturgeon Falls P0H 2G0**  
705-753-2900

199 Larch St., 1st Flr.  
**Sudbury P3E 5P9**  
705-675-4451

83 Wilson Ave.  
**Timmins P4N 2S8**  
705-267-1401

27 Gold St.  
**Wawa P0S 1K0**  
705-856-2354

#### **NORTHWESTERN ONTARIO**

123 Marks St.  
P. O. Box 940  
**Atikokan P0T 1C0**  
807-597-2701

34A King St.  
**Dryden P8N 1B3**  
807-223-5231

529 Mowat Ave.  
**Fort Frances P9A 1Z1**  
807-274-5329

305 Main St.  
P. O. Box 69  
**Geraldton P0T 1M0**  
807-854-0266

100 Main St.  
P. O. Box 196  
**Ignace P0T 1T0**  
807-934-2260

12 Main St. S.  
P. O. Box 5050  
**Kenora P9N 3X9**  
807-468-5548

Peninsula Bldg.  
P. O. Box 280  
**Marathon P0T 2E0**  
807-229-1153

66 Front St.  
**Nipigon P0T 2J0**  
807-887-3230  
(Tues/Wed/Thurs only)

408 Atwood Ave.  
P. O. Box 430  
**Rainy River P0W 1L0**  
807-852-3287

42 King St.  
P. O. Box 147  
**Sioux Lookout P0V 2T0**  
807-737-1318

242 Howey St.  
P. O. Box 950  
**Red Lake P0V 2M0**  
807-727-2870

428 E. Victoria Ave.  
**Thunder Bay P7C 1A5**  
807-475-1425

## REGIONAL AND COMMUNITY DEVELOPMENT BRANCH

NDM 10

Regional and Community Development offices are located in Sault Ste. Marie, Sudbury, Thunder Bay and Kenora (addresses listed below). These offices work with northern communities and other ministries in planning development strategies to improve conditions and respond to local and regional needs throughout **Northern Ontario**. Operationally, the branch has two main areas of interest: Northern **economic** development, and Northern **community** services development.

Regional economic development is stimulated through research, strengthening of industrial activity, promotion of tourism and expansion of agriculture. Funds are also made available to encourage resource development. Scientific studies, experimental hydro-electric and solar heating projects, and alternative or novel energy recovery programs are undertaken.

Community activities include **financial assistance** for construction of water mains and sewage systems, and development of industrial parks. Special assistance is provided for communities undergoing severe economic dislocation or unusually rapid growth. Through the Regional and Community Development Branches, the Ministry also implements the **Northern Community Economic Development Program**, offering financial assistance for studies and seminars, publication of promotional materials, and professional staff support for the investigation of new local economic development opportunities.

The **Municipal Economic Development Agency Program (MEDA)** provides financial assistance to mid-sized municipalities for the establishment and initial operation of municipal economic development agencies.

The **NOR-DEV Program** offers financial assistance to establish, expand or modernize small business operations in order to promote economic development in Northern Ontario.

The Ministry contributes funds for a broad range of social and **health** services, such as medical and dental clinics, **bursaries** for medical and dental students, **audiologists** and **speech pathologists**, and capital support for a recently instituted air **ambulance** service. The Regional Offices also participate in the delivery of the **Extended Care Capital Assistance Program (EldCap)**, and several initiatives assisted by the **Northern Development Fund**, to ensure equal access to provincial government programs throughout Northern Ontario.

**Northern Development Councils** provide advice to the Government of Ontario through the Ministry of Northern Development and Mines, the Cabinet Committee on Northern Development, and other ministers and ministries, where appropriate, on economic issues of regional concern to Northern Ontario.



The Ministry of Northern Development and Mines takes a keen interest in improving the quality of life and, therefore, promotes the arts and undertakes cultural initiatives as opportunities arise. The Ministry is also encouraging the expansion of television services for residents of the North.

*Northeastern Regional Office*  
421 Bay St., Ste. 301  
**Sault Ste. Marie P6A 1X3**  
705-942-0100

*Northwestern Area Office*  
12 Main St. S.  
**Kenora P9N 1S7**  
807-468-3135

*Northeastern Area Office*  
199 Larch St., 4th Flr.  
**Sudbury P3E 5P9**  
705-675-4441

*Northwestern Regional Office*  
435 James St. S.  
P. O. Box 5000  
**Thunder Bay P7E 6E3**  
807-475-1585

# PROGRAM DEVELOPMENT AND OPERATIONAL SUPPORT BRANCH

NDM 11

56 Wellesley St. W., 3rd Flr.  
Toronto M7A 2B7  
416-965-7665

The branch provides a policy and program development, evaluation and advisory service to the Northern Development Division. Other activities include: managing the Division's planning processes; developing and maintaining its information system; and providing in-depth analysis and advice on regional and community economic and social development opportunities, issues and concerns.

## NORTHERN TRANSPORTATION DIVISION

**NORTHERN TRANSPORTATION DIVISION**  
10 Wellesley St. E., 9th Flr.  
Toronto M4Y 1G2  
416-965-1669

NDM 12

The Northern Transportation Division addresses Northern Ontario's need for public transportation services and infrastructure. Programs provide policy direction and funding for a range of transportation modes and services, within the context of Ontario's overall transportation policies.

The **Northern Roads Program** establishes priorities and provides capital funding to the Ministry of Transportation for ongoing rehabilitation and selective expansion and improvement of the 9,800 km Northern Highway system. Construction of new roads to facilitate economic development is funded through the **Northern Priority Roads Program**. The **Northern Ontario Resources Transportation Committee (NORTC)** assists the private sector in providing access for resource-based enterprises, and develops Ontario's winter

road and trail program to access remote Northern Indian settlements. Capital funding is provided to the Ministry of Natural Resources through the **Resource Access Roads Program** to construct forest access roads. The **Remote Airport Program** sets priorities and offers full funding to the Ministry of Transportation for capital construction of airports in communities north of the 51 degree latitude. The **Community Airport Program** furnishes capital funding to assist northern communities with the development of municipal airports. Northern rail ferry and air services are provided by the Ministry of Northern Development and Mines through its agent, the Ontario Northland Transportation Commission.

## MINES AND MINERALS DIVISION

### MINERAL DEVELOPMENT AND LANDS BRANCH

NDM 13

80 Bay St., 3rd Flr.  
Toronto M5S 1Z8  
416-965-1559

This branch develops policy, standards, guidelines, and legislation to maintain an optimum level of **mineral** production in Ontario. Market analysis, transportation studies, processing and exploration developments, and national and international trade considerations are part of the broad spectrum of research carried out on **metallic**, non-metallic, industrial and mineable fuel minerals. The **statistics** group conducts an annual census of all mineral operations in Ontario, including development, mining, milling and smelting for economic analysis and for use by the public.

The OMEP office administers the **Ontario Mineral Exploration Program (OMEP) Act**. Mineral exploration activities are encouraged by providing **grants** and/or tax credits equal to 25 per cent of eligible exploration expenses.

### MINING LANDS SECTION

NDM 14

Whitney Block, Rm. 6602  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1W3  
416-965-1380

The Mining Lands Section is responsible for coordinating the Provincial Mining Lands Program, and developing policy and legislation regarding **mineral** rights on Crown lands. Through the **Mining Act**, this section ensures that mineral rights are acquired and maintained in an orderly and equitable manner, so that the economic and social benefits of mineral production may continue to accrue to Ontario residents. Initial mineral rights are acquired through **claim staking** or the granting of special **Exploratory Licences of Occupation**. Once specified amounts of exploration or development work have been completed, **leases** are granted; following substantial production, applications for **patents** may be submitted.

Nine Mining Divisions, each administered by a Mining Recorder, coordinate field delivery of the program. The Mining Recorder maintains a register of recorded **mining** claims, assessment work, and information related to mineral rights, and provides a hearings process for disputes regarding mining claims. The Toronto office assesses technical submissions for credit toward maintaining claims in good standing.

The Mining Recorders are located at the Mining Division offices listed under the Field Organization entry.

## MINING AND LANDS COMMISSIONER

NDM 15

Box 330

700 Bay St., 24th Flr.

Toronto M5G 1Z6

416-965-1824

The Commissioner, appointed by the Lieutenant Governor in Council, is a judicial and administrative officer who presides over a tribunal with jurisdiction similar to that of a trial court. Hearings of appeal are held under the authority of the **Mining Act**, the Conservation Authorities Act, the Lakes and Rivers Improvement Act, the Beach Protection Act, and the Mining Tax Act. Mining-related hearings frequently result from appeals pursuant to mining claim dispute judgements rendered by the Mining Recorders. Other judgements include granting extensions of time for assessment work, granting relief from forfeiture of claims, revoking prospectors' licences, and awarding compensation for surface rights damage. Hearings are held in local courthouses, whenever possible. Further information about appeals and other applications may be obtained from the Mining Recorder Offices, listed under the Field Organization entry, or through the Commissioner's office at the above address.

## ONTARIO GEOLOGICAL SURVEY

NDM 16

77 Grenville St., 11th Flr.

Toronto M5S 1B3

416-965-0190

The Ontario Geological Survey provides researched information on provincial **geology** and **mineral** resources to encourage exploration, provide a basis for **land-use planning**, and aid development of non-renewable resource policies. Activities include: geological, geophysical, and geochemical **surveys**; mineral deposit studies; geochronology studies; development of new exploration techniques; and presentation of classes and lectures on minerals and **rocks**. The Geoscience Laboratories (965-1337) provide identification, chemical analyses, and assays of mineral, rock and ore samples. The branch administers the **Geoscience Research Grants Program** (965-1546) to aid applied geoscience **research** at Ontario universities.

The Mines Library (965-1352) serves ministry staff, the **mining** industry, and the general public (by special arrangement) but offers only reference service. The **library** contains publications on geology, mining and mineral resources. Its holdings include: reports and maps for Precambrian regions of the world; reports of the Ontario Department of Mines from 1891, the Geological Survey of Canada from 1845, other provincial Departments of Mines, and the United States Geological Survey; and selected materials on geochemistry and geophysics. Special indexes, bibliographies and abstracts enable users to research most earth science topics. The library subscribes to over 200 journals and newspapers, and has a large collection of geological and aeromagnetic **maps** of Ontario. Photocopies are provided at a nominal charge.

The Assessment Files Office (965-6139) offers access to exploration reports, drill-hole logs, mineral deposit data, computer-based geoscience, mineral deposits and rock chemical databases.

## FIELD ORGANIZATION

NDM 17

Three Regional Offices ensure that mines and minerals services are readily available throughout the province. A network of field offices includes Mining Recorders, Resident



Geologists, Drill Core Libraries, Mining Development Coordinators and Regional Minerals Specialists.

Field offices provide local consultative services relating to mineral resources to government, industry and the public. Resident Geologist Offices maintain a library and offer information on the geology and mineral deposits of their district. Mining Recorders administer the regulations of the Mining Act and serve those seeking information about the status of mineral lands. There are 16 geological field offices and nine mining recorder offices that report to the Ministry of Northern Development and Mines.

*Northwestern Regional Office*

12 Main St. S.  
P.O. Box 5050  
**Kenora P9N 3X9**  
807-468-3135

808 Robertson St.  
Box 5050  
**Kenora P9N 3X9**  
807-468-9841

(Mining Recorder, Resident Geologist,  
Drill Core Library)

Ontario Government Bldg.  
Box 324

**Red Lake P0V 2M0**  
807-727-3284 Mining Recorder  
807-727-3272 Resident Geologist

Court House Bldg.  
Box 3000

**Sioux Lookout P0V 2T0**  
807-737-2034 Mining Recorder  
807-737-2037 Resident Geologist

435 James St. S.  
Box 5000

**Thunder Bay P7C 5G6**  
807-475-1311 Mining Recorder  
807-475-1331  
(Resident Geologist, Drill Core Library)

*Northeastern Regional Office*

60 Wilson Ave.  
**Timmins P4N 2S7**  
705-267-1401

(Regional Director, Mining Recorder,  
Resident Geologist, Drill Core Library)

Box 230  
Presley St.  
**Cobalt P0J 1C0**  
705-679-8558 Resident Geologist

4 Government Rd. E.  
**Kirkland Lake P2N 1A2**  
705-567-9242 Mining Recorder  
705-567-5242 Resident Geologist

875 Queen St. E.  
Box 130  
**Sault Ste. Marie P6A 5L5**  
705-949-1231  
(Mining Recorder, Resident Geologist,  
Drill Core Library)

199 Larch St., 10th Flr.  
**Sudbury P3E 5P9**  
705-675-4120  
(Mining Recorder, Resident Geologist)

Helen Mine Road  
Box 530  
**Wawa P0S 1K0**  
705-856-4883 Resident Geologist

*Southern Regional Office*  
10 Wellesley St. E., 1st Flr.  
**Toronto M4Y 1G2**  
416-965-3611  
416-965-1322 Mining Recorder

Box 500  
**Bancroft K0L 1C0**  
613-332-4875  
(Drill Core Library, Regional Minerals  
Specialist)

Box 190  
**Dorset P0A 1E0**  
 705-766-2494 Resident Geologist

Box 5463  
 659 Exeter Road  
**London N6A 4L6**  
 519-661-2796 Resident Geologist

255 Metcalf St.  
 Box 70  
**Tweed K0K 3J0**  
 613-478-2330  
 (Resident Geologist, Drill Core Library)

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). An agency of the Ministry of Northern Development and Mines is listed below.

**ONTARIO NORTHLAND TRANSPORTATION COMMISSION**  
 555 Oak St. E.  
 North Bay P1B 8E3  
 705-472-4500

NDM 18

The Ministry of Northern Development and Mines provides **rail, bus, ferry, air and telecommunications** services to **Northern Ontario** through the Ontario Northland Transportation Commission (**ONTC**).

Land **transportation** services consist of rail, bus and highway transport. Rail passenger services include the **Polar Bear Express** between Cochrane and Moosonee, the **Northlander** between Toronto and Timmins, the North Bay and Cochrane component of the Toronto to Kapuskasing Northland Train service, and a mixed passenger-freight train between Cochrane and Moosonee. Bus services are regularly scheduled between North Bay, Hearst, Sudbury, Timmins and other locations throughout Northeastern Ontario. Charter and tour services can also be arranged.

Rail **freight** services are provided between North Bay and other points in Northeastern Ontario. Highway freight and express services are the responsibility of the Ontario Northland Transportation with eight terminals located at North Bay, New Liskeard, Kirkland Lake, Iroquois Falls, Timmins, Cochrane, Kapuskasing and Hearst.

The Commission operates the provincially owned airline, **norOntair**, which serves 21 communities and acts as a feeder for Air Canada and Canadian Airlines International in northeast and northwest Ontario. The latter airlines provide reservation facilities.

A passenger, car and truck ferry, the **M.S. Chi-Cheemaun**, is operated by the Owen Sound Transportation Company, a subsidiary of the ONTC, between Tobermory on the Bruce Peninsula and South Baymouth on Manitoulin Island from May through October. The Marine Services Department of the ONTC operates the Chief Commanda, a cruise **boat**, on Lake Nipissing from spring until fall, and manages a freight and passenger service between Moosonee and Moose Factory Island during the same period.

The ONTC provides the following telecommunications services in Northeastern Ontario: long-distance telephone, private wire voice and teletype, commercial telegraph, radio and television transmission, mobile radio, special communications and local telephone.

A further activity of the Commission is the operation of a goose hunting camp for six weeks each fall, east of Moosonee on the Harricanaw River.

*Toronto Passenger Sales Office*

Union Station  
65 Front St. W.  
**Toronto M5J 1E6**  
416-965-4268

*ONTC Telecommunications*

555 Oak St. E.  
**North Bay P1B 8L3**  
705-472-4500, Ext. 331

*Toronto Freight Marketing Office*

Union Station  
65 Front St. W.  
**Toronto M5J 1E6**  
416-965-6388

*ONTC*

555 Oak St. E.  
**North Bay P1B 8L3**  
705-472-4500  
(Rail Passenger Services,  
Bus Services, Marine Services,  
norOntair, Freight Marketing,  
ONTC Express, Rail Freight,  
Star Transfer)

*Star Transfer Limited*

460 Pine St. S.  
**Timmins P4N 7G6**  
705-264-2221

*Owen Sound Transportation Company*

**Owen Sound N4K 5P5**  
519-596-2212)  
(Tobermory Terminal)  
705-859-3161)  
(South Baymouth Terminal)

**ACTS**

**ACTS**

NDM 19

The Ministry of Northern Development and Mines is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications services branch.

Local Services Boards Act

Mining Act

Ministry of Northern Affairs Act

Ontario Mineral Exploration Program Act

Ontario Northland Transportation Commission Act



## MINISTRY OF REVENUE

33 King St. W.

Oshawa L1H 8H5

The Department of Revenue was created in 1968, when the Revenue Division, the Province of Ontario Savings Office and the Deputy Provincial Treasurer, Revenue Office, were transferred from the Department of Treasury and Economics. In 1972, with the addition of the Assessment Division of the former Department of Municipal Affairs, the Department of Revenue was renamed the Ministry of Revenue.

The Ministry administers the major taxing statutes of Ontario, such as the Corporations Tax Act, the Gasoline Tax Act, the Tobacco Tax Act, the Retail Sales Tax Act and the Land Transfer Tax Act. Responsibilities include conducting property assessments to provide the tax base for Ontario municipalities; directing the Ontario Tax Credit program, the Guaranteed Annual Income System (GAINS), Ontario Property and Sales Tax Grants for Senior Citizens and the Small Business Development Corporations Program; and operating the Province of Ontario Savings Office.

### DEPUTY MINISTERS' OFFICE

#### AUDIT SERVICES BRANCH

REVENUE 1

33 King St. W.

Oshawa L1H 8H5

416-433-6484

This branch develops and directs comprehensive internal audit programs which independently and systematically review and evaluate financial, administrative and management systems.

#### LEGAL SERVICES BRANCH

REVENUE 2

33 King St. W., 6th Flr.

Oshawa L1H 8H5

416-433-5657

Hearst Block, 4th Flr.

Queen's Park

Toronto M7A 1X7

416-965-1264

Legal services provided to the Ministry include the provision of legal opinions, the interpretation of statutes and regulations and the preparation and review of proposed legislation, regulations and other legal documents. The branch also handles tax appeals and collection actions, and prosecutes tax offenders. It is responsible to the Attorney General's Office.

## TAX REVENUE AND GRANTS PROGRAM

## CORPORATIONS TAX BRANCH

REVENUE 3

33 King St. W.  
Oshawa L1H 8H6  
416-433-6500

This branch administers the **Corporations Tax Act** which deals with **corporations** income tax (based on taxable income) and capital tax (based on taxable paid-up capital), and consents to revive or surrender charters or to dissolve a corporation voluntarily. The special tax on **insurance** companies based on **taxable** insurance premiums is also a branch responsibility.

In addition, the Corporations Tax Branch administers the **Mining Tax Act**. Mining taxes are based on profits generated from producing **mines** in Ontario in accordance with the Act.

## MOTOR FUELS AND TOBACCO TAX BRANCH

REVENUE 4

33 King St. W.  
Oshawa L1H 8H9  
416-433-6393

This branch, which administers the **Gasoline Tax Act** (gasoline, aviation fuel), the **Fuel Tax Act** (diesel fuel) and the **Tobacco Tax Act** (cigarettes, tobacco, cigars), collects tax on the sale of **fuels** and tobacco. Collectors (usually wholesalers or distributors) are appointed or registered, and tax refunds are provided, when applicable.

The branch also administers the **Small Business Development Corporations Act**, the **Employee Share Ownership Plan Act**, 1988, the **Land Transfer Tax Act** and the **Provincial Land Tax Act**. The **Small Business Development Corporations (SBDC) Program** encourages private sector **investment** in small **businesses** in Ontario, and the provision of business and managerial expertise. Individual investors who buy new equity shares in SBDC receive a **grant** of 30% of their investment. **Corporations** receive a 30% credit against their Ontario corporations income tax, if the investment is in a small business in northern or eastern Ontario. Otherwise, the grant or tax credit is 25% of the investment.

The **Employee Share Ownership Plan (ESOP)** program provides incentives to employees of small and medium sized companies to purchase newly issued shares of their employer corporation; eligible employees who purchase shares under a registered ESOP can receive a grant of 15% of the purchase price to a maximum annual grant of \$300; grants for eligible set-up costs are also available to corporations and employee groups; corporations can receive a grant of one-third of eligible set-up costs to a maximum of \$10,000; employee groups can qualify for a grant of one-half of eligible costs to a maximum of \$5,000. For more information on the ESOP program, call collect 416- 430-ESOP.

**Land Transfer Tax** which is a tax on individuals or corporations registering **land** or an interest in land in Ontario, consists of one- half of 1 per cent on the first \$55,000 and 1 per cent on the rest. An additional tax of one-half of 1% applies on residential property over \$250,000. Non-residents of Canada pay 20% tax on restricted land (farm land, recreational land, etc.). Land Transfer Tax must be paid to the Land Registrar before registering a

conveyance. Provincial Land Tax is a tax collected from landowners in **unorganized territories**. For property assessments for this tax, contact the closest regional assessment office, listed under the Field Operations Branch.

The Motor Fuels and Tobacco Tax Branch is also administering four acts, which have been repealed, during their phase-out period: the **Succession Duty Act**, the **Gift Tax Act**, the **Land Speculation Tax Act**, and the **Motor Vehicle Fuel Tax Act**.

#### RETAIL SALES TAX BRANCH

REVENUE 5

33 King St. W.  
P.O. Box 623  
Oshawa L1H 8H7  
416-433-6170

This branch administers the **Retail Sales Tax Act** in Ontario. Vendors collect retail sales tax from consumers at the time of purchase on most goods, taxable services and prices of admission. The branch operates offices throughout Ontario which issue **vendor permits** and provide information on exemptions and other aspects of retail sales tax, including vendor information for those starting a **business**. Tax advice is offered in numerous forms: answering taxpayers' specific questions by telephone, letter or in person; publishing sales tax guides; and providing bulletins, seminars, lectures, and visits to businesses. Rebates or refunds of tax are given under various circumstances, such as payment of tax in error by consumers; removal of goods from Ontario by tourists within 30 days of purchase; and purchases of motor vehicles for the transportation of persons with certain permanent physical disabilities. The Retail Sales Tax offices have rebate or refund application forms available. Audits ensure that tax is collected and paid in the correct way. Tax collection under the **Race Tracks Tax Act** is also administered by the branch.

All inquiries about retail sales tax should be directed to one of the offices listed below. Long-distance callers may contact the office in their area by using toll-free lines, which are effective only in an office's area of responsibility.

191 Dundas St. E.  
**Belleville K8N 1E2**  
613-962-9108  
Zenith 37100  
(Counties of Haliburton, Hastings,  
Northumberland,  
Peterborough, Prince Edward)

119 King St. W.  
P. O. Box 2112  
**Hamilton L8N 3Z9**  
416-521-7504  
Toll-free in area codes 416, 519  
1-800-263-9229  
(County of Brant, Regional  
Municipalities of Haldimand-  
Norfolk, Hamilton-Wentworth,  
Niagara)

449 Belmont Ave. W.  
**Kitchener N2M 1N2**  
519-576-8400  
Toll-free in area codes 416, 519, 705  
1-800-265-2303  
(Counties of Huron, Perth,  
Wellington, Bruce, Dufferin, Grey,  
Regional Municipality of Waterloo)

Westminster Centre  
334 Wellington Rd. S.  
**London N6C 4P6**  
519-433-3901  
Toll-free 1-800-265-1540  
(Counties of Elgin, Lambton,  
Middlesex, Oxford)



2 Robert Speck Pkwy., Ste. 350  
**Mississauga L4Z 1H8**  
 416-273-9490  
 Toll-free 1-800-268-2968  
 (Regional Municipalities of  
 Halton, Peel)

1500 Fisher St.  
 Northgate Plaza  
**North Bay P1B 2H3**  
 705-474-4900  
 Toll-Free 1-800-461-1564  
 (Districts of Cochrane, Nipissing,  
 Parry Sound, Timiskaming)

Westway Mall  
 438 West St. N.  
**Orillia L3V 5E8**  
 705-325-9587  
 Zenith 37100  
 (County of Simcoe, District  
 Municipality of Muskoka,  
 Regional Municipality of York;  
 Township of Georgina,  
 Georgina Islands Indian Reserve  
 Town of East Gwillimbury)

33 King St. W.  
 P. O. Box 629  
**Oshawa L1H 8K1**  
 416-433-6240  
 Zenith 37100  
 (County of Victoria, Regional  
 Municipality of Durham)

1355 Bank St.  
**Ottawa K1H 8K7**  
 613-523-9760  
 Toll-free 1-800-267-9745  
 (Regional Municipality of  
 Ottawa-Carleton, Counties of  
 Lennox-Addington,  
 Stormont-Dundas and Glengarry,  
 Frontenac, Grenville, Lanark,  
 Leeds, Prescott,  
 Renfrew, Russell)

199 Larch St., 6th Flr.  
 Ontario Government Bldg.  
**Sudbury P3E 5P9**  
 705-675-4351  
 Toll-free 1-800-461-1564  
 (Districts of Algoma, Manitoulin,  
 Sudbury, Regional Municipality  
 of Sudbury)

435 James St. S.  
 P. O. Box 5000  
**Thunder Bay P7C 5G6**  
 807-475-1681  
 Toll-free 1-800-465-5025  
 (Districts of Kenora, Rainy River,  
 Thunder Bay)

2300 Yonge St.  
**Toronto M4P 1H6**  
 416-487-1361  
 Toll-free 1-800-268-8852  
 (Regional Municipality of  
 Metropolitan Toronto,  
 Regional Municipality of York;  
 Towns of Aurora, Markham,  
 Newmarket, Richmond Hill, Vaughan,  
 Whitchurch-Stouffville,  
 Township of King)

250 Windsor Ave.  
 Ontario Government Bldg.  
**Windsor N9A 6V9**  
 519-252-4404  
 Toll-free 1-800-265-1540  
 (Counties of Essex, Kent)

REVENUE AND OPERATIONS RESEARCH  
BRANCH

REVENUE 6

33 King St. W.  
Oshawa L1H 8H5  
416-433-5623

This branch provides the Tax Revenue and Grants Program with staff support, including: coordination of the planning, resource allocation and control process; development of techniques to increase the efficiency and effectiveness of administrative and delivery mechanisms; **tax-related research**; monitoring of tax revenue; and coordination of changes in legislation.

The branch also liaises with the Ministry of Treasury and Economics, as well as other federal and provincial tax authorities.

SPECIAL INVESTIGATIONS BRANCH

REVENUE 7

33 King St. W.  
Oshawa L1H 8H5  
416-433-6900

This branch undertakes special audits and investigations involving **tax** compliance problems. It recommends prosecution when there is evidence of tax evasion, and deals with voluntary disclosure of tax irregularities.

TAX APPEALS BRANCH

REVENUE 8

33 King St. W.  
Oshawa L1H 8H5  
416-433-6029

The branch processes all appeals filed under the following statutes administered by the Ministry: the **Corporations Tax Act**, the **Mining Tax Act**, the **Fuel Tax Act**, the **Gasoline Tax Act**, the **Land Transfer Tax Act**, the **Motor Vehicle Fuel Tax Act**, the **Retail Sales Tax Act**, the **Tobacco Tax Act**, the **Ontario Guaranteed Annual Income Act**, the **Ontario Pensioners Property Tax Assistance Act** and the **Small Business Development Corporations Act**. Forms may be obtained by contacting the branch or local Retail Sales Tax Offices (see Retail Sales Tax Branch entry).

## TAX SYSTEM OPERATIONS AND DESIGN DIVISION

GUARANTEED INCOME AND TAX CREDIT  
BRANCH

REVENUE 9

33 King St. W.

P.O. Box 624

Oshawa L1H 8H8

Metro Toronto, dial 965-8470

Oshawa, dial 433-5155

Area Code 416, dial 1-800-263-7700

Area Code 807, dial 1-800-263-3792

All other areas dial 1-800-263-3960

Northern Ontario residents ask  
operator for Zenith 33160

The branch administers the Guaranteed Annual Income System, Ontario Tax Credits, and Ontario Tax Grants.

The **Guaranteed Annual Income System (GAINS A)** assures qualifying Ontario residents, 65 or over, a set annual income. **Senior citizens** who receive the Old Age Security pension (OAS) and Guaranteed Income Supplement (GIS) will automatically receive GAINS if their annual income falls below the guaranteed level.

**Ontario Tax Credits** consist of a Property Tax Credit, a Sales Tax Credit and a Political Contribution Tax Credit. The first two credits are designed to help people with low or moderate incomes pay their municipal **property tax** or **rent**, and **sales tax**. Even persons with no taxable income may make a claim by filing a federal income tax return and completing the mauve Ontario Tax Credit form included in the federal kit. (People 65 or older are not eligible for these credits but can apply for Ontario Tax Grants, described separately). The **Political** Contribution Tax Credit may be claimed by people who made a contribution to a registered Ontario political party, a constituency association or a registered candidate in a provincial election. To claim this credit, there must be provincial tax payable after deducting the amount claimed under the first two credits.

**Ontario Tax Grants** allow Ontario residents, 65 or older, who pay property tax or rent to claim a **Property Tax Grant** of up to \$600 per year. Applications for this **Grant** are mailed annually to all Old Age Security (OAS) recipients and previously qualified applicants. They also receive an annual **Sales Tax Grant** of \$50. Persons turning 65 after mid-year who qualify for OAS will automatically receive their Sales Tax Grant and an application for the Property Tax Grant, towards the year-end.

For information on all of the branch's programs, call the toll-free telephone numbers listed above.

## TAXATION DATA CENTRE

REVENUE 10

33 King St. W.

Oshawa L1H 8H5

416-433-5858

This branch is responsible for processing revenues received under the **taxing** statutes; arranging payment of refunds and grants to the public; and providing data processing support for the Tax Revenue and Grants Program.



## TAXPAYER SERVICES BRANCH

REVENUE 11

33 King St. W.  
Oshawa L1H 8H5  
416-433-6127

This branch provides information on the Tax Revenue and Grants programs, including Ontario Tax Grants for Seniors, Ontario Tax Credits, Guaranteed Annual Income System (GAINS), Corporations Tax, Motor Fuels and Tobacco Tax, and Small Business Development Corporations. Program information is offered through a wide variety of communications activities such as telephone enquiries, **publications**, audio-visual presentations and information sessions.

To obtain information, call the multilingual Information Centre free of charge from anywhere in Ontario: Metro Toronto (965-8470), Oshawa (433-5155), Area Code 807 (1-800-263-3792), Area Code 416 (1-800-263-7700), all other areas (1-800-263-3960). Northern Ontario residents may also contact their nearest Northern Affairs Officer by asking the operator for Zenith 33160. Deaf or hearing impaired taxpayers may call the Ministry of Revenue for Tax or Grant Information through the use of a special toll-free Telecommunication Device for the Deaf (TDD) from anywhere in Ontario (1-800-263-7776).

Interjurisdictional Carriers (Truckers), seeking information on fuel tax while travelling in Ontario, may call toll-free from the United States east of the Mississippi River and Eastern Canada, including Ontario (1-800-263-7775). Collect calls from the remainder of the United States and Canada can phone 416-433-0202.

Metro Toronto residents can obtain information and publications by visiting the Toronto **Public Enquiry Centre** at 50 Grosvenor Street (one block south of Wellesley St. west of Bay St.). Oshawa area residents can visit the Public Enquiry Centre at 33 King St. West. Both Centres will accept tax payments and assist **seniors** in completing Ontario Property Tax Grant applications.

## PROPERTY ASSESSMENT PROGRAM

ASSESSMENT POLICIES AND PRIORITIES  
BRANCH

REVENUE 12

33 King St. W.  
Oshawa L1H 8H5  
416-433-5757

This branch is responsible for staff support to the Assistant Deputy Minister in the following areas: analysis, development and coordination of assessment policy; legislation research and interpretation; government/public liaison; and financial, operational and human resource planning and monitoring.

## ASSESSMENT SERVICES DIVISION

## DATA SERVICES AND DEVELOPMENT BRANCH

REVENUE 13

33 King St. W.  
Oshawa L1H 8H5  
416-433-5680

This branch is responsible for **assessment** information management, including the supply of **computer** data services to Regional Assessment Offices, municipalities and school

boards. New assessment and data processing systems, including **OASYS (Ontario Assessment System)**, are also developed by the branch.

## FIELD OPERATIONS BRANCH

REVENUE 14

33 King St. W.  
Oshawa L1H 8H5  
416-433-5805

Through regional offices across Ontario (listed below), this branch assesses all **real property** for purposes of municipal and school taxation and, in **unorganized territories**, for **Provincial Land Taxes**. **Municipal enumerations** are undertaken to produce municipal voters lists, lists of persons who can be called for jury duty, identification of supporters for schools and demographic statistics. The branch serves municipal governments, other Ontario ministries which use data as a basis for distribution of municipal grants, and other programs. Inquiries regarding property taxation, tax certificates, municipal voters lists and municipal population should be directed to the clerk or treasurer of the appropriate municipality. School support issues should be referred to the relevant public or separate school board.

## REGIONAL ASSESSMENT OFFICES

(Zenith numbers are effective only  
in an office's area of  
responsibility)

113 Hastings St. N.  
P.O. Box 667  
**Bancroft K0L 1C0**  
613-332-1440  
in area code 613, dial  
1-800-267-0538  
in area codes 416, 519, 705, dial  
1-800-267-0542  
(Trenton sub-office)

109 Ferris Lane  
**Barrie L4M 2Y1**  
705-728-2270  
If long distance dial  
1-800-461-4230  
(Simcoe)

Pine St. E.  
P.O. Box 150  
**Bracebridge P0B 1C0**  
705-645-5204  
If long distance dial  
1-800-461-4316  
(Muskoka)

63 Charing Cross  
**Brantford N3R 7K9**  
519-759-6310  
If long distance dial  
1-800-265-9990  
(Brant, Haldimand-Norfolk)

2479 Parkedale Ave.  
P.O. Box 712  
**Brockville K6V 3H2**  
613-342-8242  
If long distance dial  
1-800-267-0836  
(Lanark, Leeds, Grenville)

150 Main St., 4th Flr.  
**Cambridge N1R 1W3**  
519-623-5210  
In Kitchener dial 653-7356  
If long distance ask operator  
for Zenith 49090  
(Waterloo)

P.O. Box 1140  
435 Grand Ave. W.  
**Chatham N7M 5L8**  
519-354-5460  
If long distance dial  
1-800-265-0584  
(Kent, Lambton)

995 William St.  
P.O. Box 280  
**Cobourg K9A 4K8**  
416-372-2258  
1-800-263-7905  
(Trenton sub-office)

132 Second St. E.  
Box 219  
**Cornwall K6H 5S7**  
613-933-7100  
If long distance dial  
1-800-267-7194  
(Prescott, Russell, Stormont,  
Dundas, Glengarry)

479 Government Rd.  
P.O. Box 3000  
**Dryden P8N 3B3**  
807-223-5351  
If long distance ask operator  
for Zenith 50960  
(Thunder Bay sub-office)

533 Mowat Ave.  
**Fort Frances P9A 1Z1**  
807-274-3283  
If long distance ask operator  
for Zenith 50960  
(Thunder Bay sub-office)

57 Napier St.  
P.O. Box 190  
**Goderich N7A 3Z2**  
519-524-7326  
If long distance dial  
1-800-265-5192  
(Huron, Perth)

286 Victoria Rd. N.  
**Guelph N1E 5J3**  
519-821-7440  
If long distance dial  
1-800-265-8365  
(Dufferin, Wellington)

119 King St. W.  
Box 2112  
Provincial Office Tower  
**Hamilton L8N 3Z9**  
416-521-7469  
(Wentworth)

300 McClellan Ave.  
**Kenora P9N 1A8**  
807-468-5585  
If long distance ask operator  
for Zenith 50960  
(Thunder Bay sub-office)

1055 Princess St., Ste. 201  
Ontario Government Bldg.  
**Kingston K7L 4Y8**  
613-545-4475  
If long distance ask operator  
for Zenith 47360  
(Frontenac, Lennox, Addington)

6 Tweedsmuir Rd., 3rd Flr.  
**Kirkland Lake P2N 1H9**  
705-567-9285  
If long distance ask operator  
for Zenith 98395  
(Timmins sub-office)

33 Lindsay St. S.  
P.O. Box 267  
**Lindsay K9V 4S1**  
705-324-1622  
If long distance  
in area code 705 dial  
1-800-461-0314  
in area codes 416, 519, 613, dial  
1-800-461-0317  
(Haliburton, Peterborough,  
Victoria)

15 Manitowaning Rd.  
**Little Current P0P 1K0**  
705-368-2510  
If long distance ask operator  
for Zenith 49860  
(Sudbury sub-office)



1420 Wellington Rd.

Superstore Mall

**London N6E 3A2**

519-681-0050

If long distance ask operator  
for Zenith 63310

(Elgin, Middlesex, Oxford)

2 Robert Speck Pkwy., 4th Flr.

**Mississauga L4Z 1T3**

416-270-8050

If long distance dial

1-800-387-5909

(Halton-Peel)

460 Oak St.

**Newmarket L3Y 3X6**

416-895-8644 (Newmarket)

If long distance

in area code 416, dial

1-800-263-3224

in area codes 519, 613, 705, dial

1-800-263-3233

(York)

1650 Main St. W.

P.O. Box 167

**North Bay P1B 8H2**

705-474-6150

If long distance ask operator  
for Zenith 51280

(Nipissing, Parry Sound)

2305 St. Laurent Blvd.

**Ottawa K1G 4J8**

613-526-3890

If long distance ask operator  
for Zenith 45980

(Ottawa-Carleton)

345 Eighth St. E.

P.O. Box 670

**Owen Sound N4K 5R4**

519-371-1121

If long distance dial

1-800-265-3187

(Bruce, Grey)

10 Miller St.

**Parry Sound P2A 1S8**

705-746-9302

If long distance ask operator  
for Zenith 51280

(North Bay sub-office)

24 Pembroke St. W.

**Pembroke K8A 5M3**

613-735-0181

If long distance dial

1-800-267-1095

(Renfrew)

55 George St. N.

**Peterborough K9J 3G2**

705-743-0330

If long distance in area code 705 dial

1-800-461-1933

In area codes 416, 519, 613, dial

1-800-461-1962

(Lindsay sub-office)

805 North Christina St.

**Sarnia N7V 1X6**

519-336-3991

If long distance dial

1-800-265-0584

(Chatham sub-office)

180 Brock St.

**Sault Ste. Marie P6A 3B7**

705-949-3941

If long distance dial

1-800-461-2207

(Algoma)

43 Church St.

Box 1270

**St. Catharines L2R 7A7**

416-688-0233

If long distance dial

1-800-263-5753

(Niagara)

199 Larch St., 12th Flr.  
Provincial Tower  
**Sudbury P3E 5P9**  
705-675-4200  
If long distance ask operator  
for Zenith 49860  
(Manitoulin, Sudbury)

55 Doncaster Ave.  
**Thornhill L3T 1L7**  
416-889-9503  
(North York)

115 Johnson Ave.  
**Thunder Bay P7B 2V9**  
807-345-1221  
If long distance ask operator  
for Zenith 50960  
(Kenora, Rainy River, Thunder Bay)

145 Wilson Ave.  
**Timmins P4N 2T2**  
705-264-9455  
If long distance ask operator  
for Zenith 98395  
(Cochrane, Timiskaming)

90 Eglinton Ave. E., Ste. 300  
**Toronto M4P 3A5**  
416-486-6300  
(City of Toronto)

7 Overlea Blvd.  
**Toronto M4H 1A8**  
416-423-1240  
(Scarborough, East York)

4 Eva Rd.  
**Toronto (Etobicoke) M9C 2A8**  
416-621-9400  
(Etobicoke, York)

80 Division St.  
P.O. Box 520  
**Trenton K8V 5R7**  
613-392-2501  
If long distance  
area code 613, dial  
1-800-267-0538  
area codes 416, 519, 705, dial  
1-800-267-0542  
(Hastings, Northumberland, Prince  
Edward)

605 Rossland Rd. E.  
Box 270  
**Whitby L1N 5S1**  
416-668-9351  
If long distance ask operator  
for Zenith 67140  
(Durham)

250 Windsor Ave., 5th Flr.  
**Windsor N9A 6V9**  
519-254-3771  
If long distance dial  
1-800-265-5841  
(Essex)

# **SPECIAL PROPERTIES BRANCH**

33 King St. W.  
Oshawa **L1H 8H5**  
416-433-5700

REVENUE 15

This branch provides valuation expertise and advice to regional **assessment** offices on properties of all types. It also develops assessment valuation procedures and techniques, and undertakes the defence of complex assessments under judicial appeal.

**INFORMATION TECHNOLOGY DIVISION****INFORMATION SYSTEMS DEVELOPMENT  
BRANCH**

REVENUE 16

33 King St. W.  
Oshawa L1H 8H5  
416-433-6795

This branch is responsible for **systems development** and maintenance functions, including the design, programming, testing and implementation of new data processing systems and the enhancement, maintenance and replacement of existing programs on a life-cycle basis.

**SYSTEMS AND FACILITIES MANAGEMENT  
BRANCH**

REVENUE 17

33 King St. W.  
Oshawa L1H 8H5  
416-433-6886

This branch manages the Ministry's complete portfolio of production systems, using an on-site computer installation with separate production and development facilities.

**FINANCE AND ADMINISTRATION SECTION**

REVENUE 18

33 King St. W.  
Oshawa L1H 8H5  
416-433-6793

This section coordinates the provision of resources, and financial management and administrative support services to the Division.

**STRATEGIC PLANNING AND RESEARCH  
SECTIONS**

REVENUE 19

33 King St. W.  
Oshawa L1H 8H5  
416-433-6809

The four Strategic Planning and Research Sections are responsible for applied information technology **research**; integrated office **technologies**; end-user information and support, including the Technology Demonstration and Training Centre; management support; and strategic business and technology planning.

**CORPORATE RESOURCES DIVISION****ADMINISTRATIVE AND FINANCIAL SERVICES  
BRANCH**

REVENUE 20

33 King St. W.  
Oshawa L1H 8H5  
416-433-5905

The branch's Administration Section (433-5297) provides the Ministry with purchasing, storage, mailing, security and other central services.



The Finance Section (433-5915) processes accounts payable, and provides accounting services for all expenditures, including payroll and employee benefits.

## COMMUNICATIONS SERVICES

REVENUE 21

33 King St. W.  
Oshawa L1H 8H5  
416-433-5780

Communications Services informs the public, client groups and the media about the Ministry's activities; establishes communications policy; provides communications support to the Minister and Deputy Minister; and advises branches on communications matters. Other activities include audio-visual, photographic, graphics and exhibit services; advertising agency liaison; and publication production/distribution.

Communications Services administers a **library** (433-6135) covering aspects of **tax, property assessment, public finance**, legislation, and government and **business** administration. The Public Information Centre (Ministry **reading room**), attached to the library, provides public access to all Ministry publications, statutes and regulations, and most manuals and internal procedures.

Communications Services also coordinates the Ministry's **French language** and customer service programs.

## FINANCE AND PRIORITIES PLANNING BRANCH

REVENUE 22

33 King St. W.  
Oshawa L1H 8H5  
416-433-5660

This branch develops financial and resource systems and plans, prepares estimates, administers operational performance and control (Management by Results), and maintains the resource utilization and control system for the Ministry. In addition, the branch liaises with central agencies, especially Management Board, and provides information and support to the Deputy Minister and senior management.

## PERSONNEL SERVICES BRANCH

REVENUE 23

33 King St. W.  
Oshawa L1H 8H5  
416-433-6092

This branch is responsible for establishing Ministry personnel policies and procedures; creating appropriate classification and compensation levels for employees; recruiting staff; counselling employees; coordinating staff training and development; investigating employee grievances; and handling all matters affecting work conditions and performance. The branch maintains the Ministry's personnel, payroll and employee benefit records. It serves as a liaison between the Ministry and the Human Resources Secretariat, Management Board of Cabinet, and Ontario Public Service Employees Union (OPSEU). The branch also plans, develops and coordinates the **Employment Equity for Women Program** to improve the status of the Ministry's female employees, with the aim of ensuring equal opportunity for women.

## PROVINCE OF ONTARIO SAVINGS OFFICE

## PROVINCE OF ONTARIO SAVINGS OFFICE

REVENUE 24

The Province of Ontario Savings Office (POSO), established in 1921, operates twenty-one branches which provide **banking** services to the public in fifteen Ontario communities. Deposits received from the public by POSO are carried in individual accounts which pay competitive interest rates with generous chequing privileges. Other financial services such as safety deposit boxes, travellers' cheques, money orders and the purchase and sale of securities are available. Offices across Ontario are listed alphabetically by community:

34-36 Talbot St.  
**Alymer N5H 1J7**  
519-765-1286

171 Colborne St.  
**Brantford N3T 6C9**  
519-753-4131

153 Wyndham St. N.  
**Guelph N1H 4E9**  
519-821-2101

2 King St. W.  
**Hamilton L8P 1A1**  
416-528-6391

1227 Barton St. E.  
**Hamilton L8H 2V4**  
416-547-6202

353 Richmond St.  
**London N6A 3C2**  
519-432-1197

171 Sparks St.  
**Ottawa K1P 5B9**  
613-566-3700

825 2nd Ave. E.  
**Owen Sound N4K 5P3**  
519-376-6025

40 Pembroke St. W.  
**Pembroke K8A 6X3**  
613-732-7821

49 Main St. S.  
**Seaforth N0K 1W0**  
519-527-0210

106 King St.  
**St. Catharines L2R 6W8**  
416-688-4661

134 Queen St.  
**St. Marys N0M 2V0**  
519-284-2260

328 Bay St.  
**Toronto M5H 2S7**  
416-363-7282

838 Broadview Ave.  
**Toronto M4K 2R1**  
416-463-1117

2035 Danforth Ave.  
**Toronto M4C 1J8**  
416-698-8320

Queen's Park, Rm. M1-40  
Macdonald Block  
**Toronto M7A 2A9**  
416-965-1785

112 St. Clair Ave. W.  
**Toronto M4V 2Y3**  
416-925-3887

439 University Ave.  
**Toronto M5G 1Y8**  
416-965-3891

236 Durham St.  
**Walkerton N0G 2V0**  
519-881-3321

396 Dundas St.  
**Woodstock N4S 1B7**  
519-537-8194

545 Ouellette Ave.  
**Windsor N9A 4J3**  
519-254-4324

## **ACTS**

### **ACTS**

### **REVENUE 25**

The Ministry of Revenue is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Agricultural Development Finance Act  
Assessment Act  
City of Toronto 1981 Assessment Complaints Act, 1982  
Corporations Tax Act  
Fuel Tax Act, 1981 (in force Sept. 1, 1982)  
Gasoline Tax Act  
Income Tax Act  
Land Transfer Tax Act  
Mining Tax Act  
Ministry of Revenue Act  
Ontario Guaranteed Annual Income Act  
Ontario Pensioners Property Tax Assistance Act  
Provincial Land Tax Act  
Race Tracks Tax Act  
Retail Sales Tax Act  
Small Business Development Corporations Act  
Tobacco Tax Act



## MINISTRY OF SKILLS DEVELOPMENT

101 Bloor St. W., 13th Flr.

Toronto, M5S 1P7

416-965-8282

The creation of the Ministry of Skills Development, in March 1985, reflected the Government's urgent need to consolidate training, experience and employment initiatives, and to respond more effectively to labour market needs.

Thirty-one government training programs were administered by 12 different ministries and agencies, and another 16 youth employment and experience programs were administered by six ministries. Improved co-ordination of a number of these programs was initiated in 1984 under the umbrella of Ontario Youth Opportunities and the Ontario Skills Fund. The creation of the Ministry of Skills Development extended and consolidated this process.

Upon formation, the Ministry acquired the powers and duties of the Skills Development Division from the Ministry of Colleges and Universities; the Youth Secretariat from the former Secretariat for Social Development; the office of the Youth Commissioner, Ontario Youth Opportunities and Ontario Skills Fund from the Ministry of Treasury and Economics; the Ontario Manpower Commission from the Ministry of Labour; and the Ontario Youth Employment Program from the former Ministry of Municipal Affairs and Housing.

With the merging of resources, a new framework evolved. The objectives of the Ministry are: to develop and upgrade skills, including literacy skills; enhancing the employability of individuals; to encourage Ontario's economic growth by assisting employers with skills development goals; to improve access to training and employment for employed and unemployed individuals, persons with special needs and targeted groups encountering particular employment barriers; and to coordinate institutional and on-the-job training programs increasing training effectiveness and employment mobility. In 1986, the Ministry became the lead Ministry in literacy programming. The Ministry also provides the public with a consistent perspective on the Government's efforts, and a single window for dealing with the Federal Government on training matters.

### DEPUTY MINISTERS OFFICE

#### LEGAL SERVICES

101 Bloor St. W., 13th Flr.

Toronto M5S 1P7

416-965-5924

#### SKILLS 1

Legal services for the Ministry of Skills Development are provided by this unit. It advises the Ministry on the interpretation of statutes and regulations and prepares and reviews proposed legislation, regulations and other legal documents. General legal services include the drafting of agreements and legal advice on Ministry activities and programs. The unit is responsible to the Ministry of the Attorney General.

## COMMUNICATIONS AND MARKETING BRANCH

SKILLS 2

101 Bloor St W., 11th Flr.

Toronto M5S 1P7

416-965-8276

416-963-3000

The Communications and Marketing Branch produces news releases, speeches, publications, and audio visual materials; organizes special events; and disseminates information about the Ministry's programs and services to the media, the general public and Ministry client groups. Coordination of Freedom of Information and French Language Services are also branch responsibilities.

For copies of publications on youth employment, literacy and career training, write to the branch at the above address.

## LABOUR MARKET RESEARCH GROUP

SKILLS 3

500 University Ave., Ste. 610

Toronto M5G 1V7

416-965-2820

The Labour Market Research Group undertakes specific **research** and analytical studies of selected occupational areas, industrial sectors and segments of the labour force. The Group also provides labour market information for policy development and program review.

## POLICY AND DEVELOPMENT DIVISION

### POLICY AND DEVELOPMENT DIVISION

SKILLS 4

101 Bloor St. W., 12th Flr.

Toronto M5S 1P7

416-965-8634

The Policy and Development Division, headed by an Assistant Deputy Minister, provides support to the Deputy Minister and senior management in development and coordination of policy, strategic planning, resource allocation, management and program planning, evaluation of programs, negotiation and monitoring of federal training initiatives, inter-ministerial liaison and market research. The Division incorporates three main areas of activity.

The **Policy and Planning Branch** encompasses the Corporate Policy, Policy Development and Access Policy units. It identifies issues, develops options necessary to fulfill the Ministry's mandate, addresses strategic planning concerns, provides policy support and services to the Ministry's program managers, and liaises internally and with other governments and organizations on policy-related matters.

The **Federal/Provincial Relations Group** consists of Policy and Planning units. Planning support for training purchase arrangements under the **Canada-Ontario Agreement on Training**, and policy in areas of training and human resources development involving the Federal Government, are provided by this Group.

The **Planning and Development Group**, comprising the Management Planning and Liaison, and Program Development and Evaluation units; designs and develops management processes and coordinates program planning, design and evaluation.

**FINANCE AND ADMINISTRATION DIVISION**

SKILLS 5

**FINANCE AND ADMINISTRATION DIVISION**

101 Bloor St. W., 11th Flr.  
 Toronto M5S 1P7  
 416-965-9800

This Division provides corporate financial, personnel, audit and administrative support to the Ministry.

**SKILLS TRAINING DIVISION****SKILLS TRAINING DIVISION**

SKILLS 6

Mowat Block, 3rd Flr.  
 900 Bay St.  
 Toronto M7A 1L2  
 416-965-7101

The Skills Training Division, headed by an Assistant Deputy Minister, coordinates and administers **Ontario's Training Strategy**. Short and long-term, employer-based and pre-employment initiatives for adults are delivered through the Community Colleges of Applied Arts and Technology. The Division consists of the Training Support Services and Apprenticeship Branches.

**TRAINING SUPPORT SERVICES BRANCH**

SKILLS 7

Mowat Block, 3rd Flr.  
 900 Bay St.  
 Toronto M7A 1L2  
 416-965-6161

The Training Support Services Branch administers programs which support the **employment training** initiatives of business, industry and individuals.

The **Access Program Unit** (965-3079) is responsible for programs assisting individuals to overcome barriers to training. Literacy and numeracy skills are provided to individuals through the **Ontario Basic Skills Program**, and to workers through the **Ontario Basic Skills in the Workplace Program**. Training support allowances help cover the costs of child care, transportation and accommodation. A special project fund is available to encourage innovative approaches to training, and to meet special access needs. The **Ontario Training Trust Fund Program (OTTFP)** matches 50% of employer/employee contributions, made to an approved trust fund over a period of three years, to a maximum of \$100,000. Employers may access training services through the Training Hotline (1-800-387-5656).

The **Employer Services Unit** (965-6164) coordinates and supports 52 **Ontario Skills Development Offices**, operated by Colleges of Applied Arts and Technology, which provide expert advice, consulting services, and information on human resource development, as required by Ontario firms. Instructional costs to firms can be offset through incentive funding offered under Ontario's Training Strategy to encourage greater participation in training.

The **Community Resources Unit** (963-1100) supports a network of 52 Community Industrial Training Committees which assess community employment needs and training of skilled workers, and help implement employer-based training programs.



The **Transitions/Help Centres Unit** (963-0864) provides older, unemployed workers with access to training. Transitions offers a training credit for laid-off workers 45 years of age and over. 16 Help Centres furnish employment counselling and training to unemployed workers. Information on both programs is available through the Training Hotline (1-800-387-5656).

The **Community Literacy Unit** (963-2100) provides **Ontario Community Literacy (OCL)** grants to community-based literacy programs and regional information and referral services. Stream A supports ongoing services and programs. Stream B funds research, pilot curriculum/materials development and start-up projects. Consultants, resources and training for delivery organizations are also provided. Information on literacy programs in Ontario and material for publicizing local programs are available.

The **Training Materials Development Unit** (965-6327) is responsible for the new **Technologists/Technicians Skills Updating** program, launched in 1988 to advance skills in critical areas of emerging technology. The Unit also develops profiles, curriculum and other materials for use by industry and business in employee training programs. For further information, write to: the Unit at the above address.

#### APPRENTICESHIP BRANCH

#### SKILLS 8

Mowat Block, 9th Flr.  
900 Bay St.  
Toronto M7A 1L2  
416-963-3114

The Apprenticeship Branch coordinates long-term, on-the-job industrial and business programs designed to assist employers and individuals in achieving their skills development goals and contributing to Ontario's economic growth.

The Apprenticeship Enforcement (965-6157) and Field Services sections administer and enforce the **Apprenticeship and Tradesmen's Qualification Act** and its regulations, which set standards and conditions of training for employment in regulated trades. Compulsory **trade certification** is required for the following: construction (e.g., **electricians, plumbers, refrigeration and air-conditioning mechanics, sheet metal workers, steam fitters**, etc.); motive power trades (e.g., **motor vehicle mechanics, auto body repairers**) and service trades (e.g., **hairstylists**). Certification is voluntary for many other regulated trades (e.g., **carpenters, machinists, tool and die makers, mould-makers**). The Sections are also responsible for competency assessment, curriculum and training standards and materials for Apprenticeship and Ontario Modular Training Programs.

The Apprenticeship Branch coordinates the **Trades Updating Program** under Ontario's Training Strategy (965-2651), which provides short-term courses to upgrade and/or update the skills of Journeymen.

Industrial Training Consultants located in 27 community field offices throughout Ontario assist potential and active trainees, employers and labour representatives with their **skills development** needs, and monitor the effectiveness and efficiency of training programs. Field offices are listed below.

## FIELD OFFICES

Ontario Government Bldg.  
114 Worsley St.  
**Barrie L4M 1M1**  
705-737-1431  
If long distance, ask operator  
for Zenith 20860

Bell Tower Plaza  
365 North Front St., 2nd Flr.  
**Belleville K8N 5A5**  
613-968-5558  
If long distance, ask operator  
for Zenith 20860

14 Holiday Inn Dr.  
P. O. Box 1750  
**Brantford N3T 5V7**  
519-756-5197  
If long distance, ask operator  
for Zenith 20860

Ontario Government Bldg.  
Oxford St., Box 1511  
**Brockville K6V 5Y6**  
613-342-5481  
If long distance, ask operator  
for Zenith 20860

St. Clair College  
Thames Campus  
P. O. Box 2017  
**Chatham N7M 5W4**  
519-354-9100, ext. 243

St. Lawrence College  
Mille Roches Hall  
801-4th St. E.  
**Cornwall K6H 2K2**  
613-938-9702  
If long distance, ask operator  
for Zenith 20860

Ontario Government Bldg.  
119 King St. W., 7th Flr.  
P. O. Box 2112  
**Hamilton L8N 3Z9**  
416-521-7764  
If long distance, ask operator  
for Zenith 20860

227 2nd St. S.  
**Kenora P9N 1G1**  
807-468-3325  
If long distance, ask operator  
for Zenith 20860

Ontario Government Bldg.  
1055 Princess St., Ste. 306  
**Kingston K7L 5T3**  
613-545-4338  
If long distance, ask operator  
for Zenith 20860

520 First St., Unit 19  
**London N5V 3C6**  
519-453-7190  
If long distance, ask operator  
for Zenith 20860

165 Dundas St. W., 4th Flr.  
**Mississauga L5B 2N6**  
416-897-1551  
If long distance, ask operator  
for Zenith 20860

1500 Fisher St.  
Northgate Plaza, 2nd Flr.  
**North Bay P1B 2H3**  
705-474-5546  
If long distance, ask operator  
for Zenith 20860

Durham College  
J. Building, J201  
P. O. Box 385  
**Oshawa L1H 7L7**  
416-576-0171  
If long distance, ask operator  
for Zenith 20860

1355 Bank St., Ste. 703

**Ottawa K1H 8K7**

613-731-7100

If long distance, ask operator  
for Zenith 20860

220 11th St. E., Ste. 108

Nor-Towne Plaza

**Owen Sound N4K 1T9**

519-376-5790

If long distance, ask operator  
for Zenith 20860

315 Pembroke St. E., Rm. 303

**Pembroke K8A 3K2**

613-735-3911

If long distance, ask operator  
for Zenith 20860

306 George St. N.

**Peterborough K9J 3H2**

705-743-4172

If long distance, ask operator  
for Zenith 20860

Court House Bldg.

59 Church St., Rm. 4124

P. O. Box 1240

**St. Catharines L2R 7A7**

416-684-8543

If long distance, ask operator  
for Zenith 20860

1323 Exmouth St., Ste. 203

**Sarnia N7S 3Y1**

519-542-7705

If long distance, ask operator  
for Zenith 20860

421 Bay St.

Station Tower, 4th Flr.

**Sault Ste. Marie P6A 1X3**

705-942-4420

If long distance, ask operator  
for Zenith 20860

450 Notre Dame Ave.

**Sudbury P3C 5K8**

705-675-4481

If long distance, ask operator  
for Zenith 20860

1265 East Arthur St.

West Arthur Place, 4th Flr.

**Thunder Bay P7E 6E7**

807-475-1605

If long distance, ask operator  
for Zenith 20860

20 Wilcox St.

**Timmins P4N 3K6**

705-264-2354

If long distance, ask operator  
for Zenith 20860

558 Yonge St., 2nd Flr.

**Toronto M4Y 1Z1**

416-965-4211

(Central)

2380A Eglinton Ave. E.

Kenlinton Plaza, Ste. 233

**Toronto M1K 5G5**

416-750-3533

(East)

421 King St. N.

**Waterloo N2J 4E4**

519-884-5460

If long distance, ask operator  
for Zenith 20860

1427 Ouellette Ave., 2nd Flr.

**Windsor N8X 1K1**

519-254-8654

If long distance, ask operator  
for Zenith 20860



## YOUTH EMPLOYMENT SERVICES BRANCH

SKILLS 9

700 Bay St., 2nd Flr.  
 Toronto M5G 1Z6  
 416-963-2255

The Youth Employment Services Branch administers **youth employment** programs and operates a telephone Hotline (1-800-387-0777) which provides information to youth and employers.

**FUTURES**, delivered through local youth employment counselling centres and community colleges of applied arts and technology, provides employment-disadvantaged young people with **counselling**, basic life skills and work placements to enhance their skills and employability. Placements are guaranteed for up to one year in exchange for a commitment to educational upgrading.

The **Ontario Summer Employment Program (OSEP)** (in Toronto 585-7399, elsewhere in Ontario 1-800-387-1290) subsidizes private sector **employers** who create summer jobs for young people. Under the **Experience Program** (1-800-387-0777), Ontario government ministries offer students career-related employment through their own offices and associated community agencies.

Through the **Environmental Youth Corps** (1-800-387-0777) young people have the opportunity to learn about the environment by working for non-government organizations involved in environmental protection, conservation and resource management.

**Start-Up** (965-3540) encourages entrepreneurial activity among young people to help them develop business skills. **Student Venture Capital** and **Youth Venture Capital**, which operate under the Start-Up program, make **loans** available to **students** for summer businesses, and to young graduates for year-round businesses. More information is available through the toll-free **Youth Hotline** (1-800-387-0777).

The branch funds community-based **Youth Employment Counselling Centres** which help unemployed young people who are socially, economically and/or educationally disadvantaged develop the skills necessary to secure employment.

**Youth Trusts** (965-5722) are organized through the Special Projects Unit of the Branch. These community-based action groups develop and implement plans to reduce youth unemployment at a local level. The **Community Action Fund** subsidizes exceptional employment-related projects and offers limited financial assistance to support Youth Trust activities.

## ACTS

## ACTS

SKILLS 10

The Ministry of Skills Development is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Apprenticeship and Tradesmen's Qualification Act  
 Ontario Youth Employment Act

## MINISTRY OF THE SOLICITOR GENERAL

25 Grosvenor St.

Toronto M7A 1Y6

416-965-5212 General Inquiry

The Ministry of the Solicitor General, created in 1972 by an Act of that name, has responsibility for law enforcement and public safety in Ontario. Activities include supervision of the Ontario Provincial Police, the Ontario Police Commission, the Ontario Police Arbitration Commission, the Chief Coroner's Office, the Centre of Forensic Sciences, the Office of the Fire Marshal, Forensic Pathology, and Emergency Planning.

### POLICY AND PROGRAM DEVELOPMENT DIVISION

#### POLICY DEVELOPMENT AND COORDINATION BRANCH

SOL GEN 1

25 Grosvenor St., 10th Flr.

Toronto M7A 1Y6

416-965-2049

The Policy Development and Coordination Branch provides leadership in the identification of issues, and the development and coordination of policy, as it relates to the Ministry's law enforcement and public safety mandates.

Additionally, the branch is responsible for implementing and managing new program initiatives relating to a wide range of community justice issues, such as family violence, victim assistance training and community services, funding of rape crisis centres, community-oriented policing, and crime and fire prevention awareness initiatives.

#### LEGAL BRANCH

SOL GEN 2

25 Grosvenor St., 11th Flr.

Toronto M7A 1Y6

416-965-3440

Legal services and counselling provided to the Ministry by this branch include: interpretation of statutes and regulations; preparation and review of proposed legislation, regulations, other legal documents and litigation; settlement of claims; acting at court hearings, etc.. The Legal Branch is responsible to the Attorney General's Office.

#### RETAIL BUSINESS HOLIDAYS ACT

SOL GEN 3

416-922-5450

The Retail Business **Holidays** Act, referred to as the '**store closing law**', came into force on January 1, 1976, to provide for common days of rest on which retailing is kept to a minimum and leisure time activity is encouraged. The Act is enforced by the police and requires Ontario retail **business** establishments, with certain exemptions, to close each Sunday, New Year's Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day. For legal problems or authoritative interpretations of the law, refer to the Act (available at the Ontario Government Bookstore, 880 Bay St., Toronto, 965-2054), or consult a lawyer. An explanatory pamphlet can be obtained by writing to: Store Closing Law, 25 Grosvenor St., 11th Floor, Toronto M7A 1Y6. Telephone number 922-5450 provides recorded information on the Act.

**COMMUNICATIONS SERVICES BRANCH****SOL GEN 4**

25 Grosvenor St., 11th Flr.  
Toronto M7A 1Y6  
416-965-6170

The Communications Services Branch responds to the media, the public and Ministry staff on questions pertaining to Ministry business. Interviews and news conferences are arranged for the Solicitor General and senior Ministry officials.

The Director, Communications Services Branch, prepares speeches, statements and news releases, and advises the Solicitor General, Deputy Solicitor General and senior Ministry officials on communications and public relations as requested or required. The director also supervises the preparation of the Ministry's annual report.

**EMPLOYMENT EQUITY PROGRAM****SOL GEN 5**

25 Grosvenor St., 1st Flr.  
Toronto M7A 1Y6  
416-965-3093

The Employment Equity Program Office plans, develops, coordinates and monitors employment equity in the Ministry, with the ultimate goal of ensuring equal opportunity for designated target groups.

**FRENCH LANGUAGE SERVICES COORDINATOR****SOL GEN 6**

25 Grosvenor St., 10th Flr.  
Toronto M7A 1V6  
416-963-3694

This office formulates proposals and implementation plans to meet Ministry obligations under the French Language Services Act; advises the Deputy Minister on related issues; and works closely with Ministry managers in developing services in French.

**SERVICES EN FRANÇAIS**

Le bureau du coordonnateur des services en français élabore des politiques et des plans de mise en oeuvre en vue de remplir les obligations du ministère selon la Loi sur les services en français; conseille le sousministre sur les questions qui s'y rattachent et travaille de très près avec les gestionnaires du ministère pour mettre à jour les services en français.

**PROGRAM RESOURCES DIVISION****FINANCIAL AND ADMINISTRATION SERVICES  
BRANCH****SOL GEN 7**

25 Grosvenor St., 12th Flr.  
Toronto M7A 1Y6  
416-965-8446

The branch provides the Ministry with financial and administrative services.

Financial functions include payroll and expense account services, accounts payable, and control and recording of Ministry expenditures and revenues. The branch liaises with Management Board of Cabinet, the Provincial Auditor and other government ministries and agencies; develops the Ministry's estimates; and performs program analysis and budget



control functions. A financial consulting service is provided to operational programs of the Ministry.

Administrative functions include purchasing of goods and services, records advisory service, printing and duplicating, mail and transportation services, and assets management.

#### HUMAN RESOURCES SERVICES BRANCH

SOL GEN 8

8 York St., 2nd Flr.  
Toronto M5J 1R2  
416-965-1223

The Human Resources Services Branch performs Ministry personnel functions, with the exception of Ontario Provincial Police (OPP) uniformed recruitment, uniformed staff development and staff relations with the Ontario Provincial Police Association (OPPA) which are the responsibility of the OPP Staff Services Branch. Human Resources Services is responsible for civilian recruitment (965-8409) and classification (965-8404); documentation (965-6784) and staff relations (965-1223); attendance and workers' compensation (965-6133). For other functions, contact 965-1223. The branch works mainly in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. It is responsible for the establishment of Ministry human resource policies and procedures, and appropriate classification and compensation levels for all Ministry employees; staff recruitment, training and development; employee counselling; investigation of employee grievances; and all matters affecting working conditions and performance. The branch maintains the Ministry's personnel and employee benefit records, and provides liaison between the Ministry and the Civil Service Commission, Human Resources Secretariat, Management Board of Cabinet, and Ontario Public Service Employees Union (OPSEU).

#### ACCOMMODATION SERVICES BRANCH

SOL GEN 9

125 Lakeshore Blvd. E.  
Toronto M5E 1P6  
416-965-3931

Mailing Address:  
90 Harbour St.  
Toronto M7A 2S1

The Accommodation Services Branch provides all Ministry agencies with coordinating services for **buildings, properties**, leasing and parking requirements.

#### INTERNAL AUDIT BRANCH

SOL GEN 10

25 Grosvenor St., 1st Flr.  
Toronto M7A 1Y6  
416-965-5020

The Internal Audit Branch is responsible for the Ministry's audit functions, which include the review and appraisal of financial, management and EDP controls.

## INFORMATION TECHNOLOGY SERVICES BRANCH

SOL GEN 11

76 College St., 5th Flr.  
Toronto M5G 2E2  
416-965-5127

The Information Technology Services Branch is responsible for information technology strategy, plans, policy and systems development for the Ministry.

## PUBLIC SAFETY DIVISION

### EMERGENCY PLANNING OFFICE

SOL GEN 12

25 Grosvenor St., 1st Flr.  
Toronto M7A 1Y6  
416-965-6932

The Emergency Planning Office is responsible for coordinating **emergency** planning in Ontario. The office's functions include: advising the Cabinet Committee on Emergency Planning; assisting and encouraging municipalities in the development of emergency plans and exercises; administering tasks set forth in the Province of Ontario **Nuclear** Emergency Plan; coordinating the planning for those categories of emergency assigned to the Solicitor General; and monitoring other provinces' emergency plans. The office also facilitates inter-ministry/agency coordination in emergency planning and operations; liaises with and assists federal, provincial, municipal and private sector contributors meeting emergencies in Ontario; arranges for the loan of films/videotapes from the Canadian Emergency Prepared College in Arnprior; organizes attendance at emergency planning courses/seminars held at the College and processes applications/claims for funds made available by the Federal government for emergency planning and preparedness under the **Joint Emergency Preparedness Program (JEPP)**.

### CENTRE OF FORENSIC SCIENCES

SOL GEN 13

25 Grosvenor St., 2nd Flr.  
Toronto M7A 2G8  
416-965-2561

The Centre of Forensic Sciences prepares legally admissible evidence for law enforcement officers, attorneys, coroners, etc., by scientific examination of physical objects and materials. The centre also supervises Ontario's breath testing program, acquires and maintains **breathalyzers**, and trains operators (965-9507). A **library** offers **educational** programs and materials for persons and agencies using **forensic** science services.

OFFICE OF THE FIRE MARSHAL  
ADMINISTRATIVE SERVICES

SOL GEN 14

7 Overlea Blvd., 3rd Flr.  
Toronto M4H 1A8  
416-965-4868  
416-965-7620 Facsimile Transceiver

The Administrative Services Section provides financial, human resources, purchasing and general management support services to the Office of the Fire Marshal (OFM). Preparation and monitoring of budgets for thirteen cost centres within Fire Safety Services is coordinated by the section. It is also responsible for the requisitioning, placement, repair/maintenance and retirement of all 220 OFM **vehicles**, and the management of all related vehicle records.

Other services include central filing, inventory control, stock and stationery, supplies and equipment requisitioning, as well as the provision of mail distribution, shipping facilities and staff training and development.

OFFICE OF THE FIRE MARSHAL  
TECHNICAL, RESEARCH AND CONSULTING  
SERVICES

SOL GEN 15

7 Overlea Blvd., 3rd Flr.  
Toronto M4H 1A8  
416-965-4851/55

Technical, Research and Consulting Services provides technical support in the investigation of fires, and **research** aimed at determining causes of fire. This office issues **licences** to installers of **lightning rods** and inspects installations; advises ministries and agencies on, and participates in the development of **fire** legislating standards; assesses results of product tests for **fire safety**; and approves plans for government-funded **buildings**, including institutions and **hotels**. Activities include administering the **Fire Code Commission** and **Ontario Fire Code Regulation 67/87**, made under the Fire Marshals Act, and advising the public, architects, engineers and municipal officials, including fire departments, on fire prevention.

The Section is also responsible for monitoring information on the location of licensed users of **radioactive** material in Ontario.

OFFICE OF THE FIRE MARSHAL  
FIRE INVESTIGATION SERVICES

SOL GEN 16

7 Overlea Blvd., 3rd Flr.  
Toronto M4H 1A8  
416-965-4861/4865

Fire Investigation Services investigates the causes of **fires** involving a **death** or large loss, a possibility of **arson**, or a **gaseous** explosion, and assists Crown attorneys and coroners dealing with these matters. Telephone numbers for fire investigators and the areas they serve are listed below. If an investigator is not available, notify senior investigators at the Toronto office above during normal business hours. If investigators are required between 1700 hours on Friday and 0800 hours on Monday or on statutory holidays, requests should be directed to the **Regional Dispatch Centres** listed below:



*District No. 1 Cottam*

519-839-5177

Weekends &amp; Holidays

Regional Dispatch Centre

Chatham Fire Department

519-352-3660

(City of Windsor)

*District No. 2 Chatham*

519-351-2082

Weekends &amp; Holidays

Regional Dispatch Centre

Chatham Fire Department

519-352-3660

(County of Kent and Essex)

*District No. 3 Ingersoll*

519-485-5676

Weekends &amp; Holidays

Regional Dispatch Centre

Chatham Fire Department

519-352-3660

(Counties of Elgin, Middlesex  
and Oxford)*District No. 4 Hamilton*

416-388-6178

Weekends &amp; Holidays

Regional Dispatch Centre

Hamilton Fire Department

416-522-1313

(Brant County, the Region of  
Haldimand-Norfolk and the  
Region of Halton)*District No. 5 Hamilton*

416-383-0156

Weekends &amp; Holidays

Regional Dispatch Centre

Hamilton Fire Department

416-522-1313

(City of Hamilton)

*District No. 6 Grimsby*

416-945-1086

Weekends &amp; Holidays

Regional Dispatch Centre

Hamilton Fire Department

416-522-1313

(Region of Niagara west of  
Regional Road #24 and the  
Region of Hamilton-Wentworth  
outside city of Hamilton)*District No. 7 St. Catharines*

Regional Dispatch Centre

Hamilton Fire Department

416-937-0134

(Region of Niagara east of  
Regional Road #24)*District No. 8 Guelph*

Regional Dispatch Centre

City of Chatham Fire Dept.

519-352-3660

(Region of Waterloo, Wellington  
County south of No. 9 Highway)*District No. 9 Mount Forest*

519-323-4678

Weekends &amp; Holidays

Regional Dispatch Centre

City of Chatham Fire Dept.

519-352-3660

(Counties of Huron, Bruce, Grey,  
Perth, Lambton and Wellington north  
of No. 9 Highway)*District No. 10 Brampton*

416-453-3816

Weekends &amp; Holidays

Regional Dispatch Centre

Hamilton Fire Dept.

416-522-1313

(Region of Peel, County of Dufferin)

*District No. 12 Frankford*

613-398-7508

Weekends & Holidays

Regional Dispatch Centre

Kingston Fire Department

613-548-4001

(Counties of Northumberland,  
Hastings, Victoria, Peterborough and  
Prince Edward)

*District No. 13 Kingston*

613-389-0839

Weekends & Holidays

Regional Dispatch Centre

Kingston Fire Department

613-548-4001

(Counties of Frontenac,  
Lennox and Addington,  
Leeds and Grenville)

*District No. 14 Cornwall*

613-528-4576

Weekends & Holidays

Regional Dispatch Centre

Kingston Fire Department

613-548-4001

(Counties of Prescott & Russell  
and Stormont, Dundas and Glengarry)

*District No. 15 Ottawa*

613-825-0336

Weekends & Holidays

Regional Dispatch Centre

Kingston Fire Department

613-548-4001

(City of Ottawa)

*District No. 16 Bracebridge*

705-645-9122

Weekends & Holidays

Regional Dispatch Centre

Sudbury Fire Department

705-674-8160

(County of Simcoe, Districts  
of Muskoka, Parry Sound,  
Haliburton and Nipissing  
South of Highway No. 17)

*District No. 17 Sudbury*

Weekends & Holidays

Regional Dispatch Centre

Sudbury Fire Department

705-969-5630

(District of Nipissing, north of Highway 17,  
Manitoulin, and Sudbury, south of  
Highway 560 including the Region of  
Sudbury)

*District No. 18 Sault Ste. Marie*

705-949-1904

Weekends & Holidays

Regional Dispatch Centre

Sudbury Fire Department

705-674-8160

(District of Algoma)

*District No. 19 Thunder Bay*

807-475-4354

Weekends & Holidays

Regional Dispatch Centre

Sudbury Fire Department

705-475-4354

(Districts of Thunder Bay,  
Rainy River and Kenora)

*District No. 20 Metropolitan Toronto  
and Region of York*

08:00 hours to 16:15 hours

Monday to Friday

416-965-4861

Weekends, Holidays and Evenings

Central Dispatch

Toronto Fire Department

416-363-2138

(Metropolitan Toronto, West of Yonge St.  
Region of York West of Hwy. #11.)

*District No. 21 Metropolitan Toronto  
Region of York and Region of Durham*

08:00 hours to 16:15 hours

Monday to Friday

416-965-4861

Evenings, Weekends and Holidays

Central Dispatch

Toronto Fire Department

416-363-2138

(Metropolitan Toronto East of  
Yonge St. Region of York East of  
Hwy. #11 and Region of Durham)

*District No. 23 Nepean*

613-825-3789

Weekends & Holidays

Regional Dispatch Centre

Kingston Fire Department

613-548-4001

(Region of Ottawa-Carleton,  
excluding the City of Ottawa,  
Lanark and Renfrew Counties)

*District No. 22 Timmins*

705-235-2550

Weekends & Holidays

Regional Dispatch Centre

Sudbury Fire Department

705-674-8160

(Districts of Cochrane and Timiskaming,  
and Sudbury north of Highway 560)

OFFICE OF THE FIRE MARSHAL  
FIRE SAFETY AND INSPECTION SERVICES

SOL GEN 17

7 Overlea Blvd., 3rd Flr.

Toronto M4H 1A8

416-963-1965

Fire Safety and Inspection Services provides **fire** safety, inspection and advisory services to a variety of facilities, including **hotels, homes for special care, motion picture theatres and homes for the aged**. Not all individual establishments of the types listed are serviced by the Office of the Fire Marshal. There are 60 regional offices located throughout the province. For information, call the head office in Toronto at the above number.

OFFICE OF THE FIRE MARSHAL  
FIRE ADVISORY SERVICES

SOL GEN 18

7 Overlea Blvd., 3rd Flr.

Toronto M4H 1A8

416-965-4857

Fire Advisory Services assists **municipalities** in establishing **fire** departments, conducts fire protection **surveys**, and makes recommendations to municipal councils for improving the standards of fire prevention and fire fighting services. The office prepares fire fighting equipment specifications; assists fire departments in developing and improving their fire prevention and training programs; and develops and monitors **Northern Ontario** fire protection programs, providing related **statistics**.

Fire Advisory Services also administers the **Provincial Auto Extrication Grant Program** to assist municipalities in purchasing equipment for rescuing traffic accidents victims.



*Headquarters*  
7 Overlea Blvd.  
**Toronto M4H 1A8**  
416-965-4857

*Barrie District*  
44 Carol Rd.  
**Barrie L4N 3P7**  
705-722-1199  
(County of Simcoe  
District of Muskoka)

*Belleville District*  
221 North Park St.  
**Belleville K8P 4T9**  
613-966-1972  
(Counties of Hastings,  
Northumberland & Prince Edward)

*Chatham District*  
120 Llydican Ave. Extn.  
**Chatham N7L 3E6**  
519-351-6227  
(Counties of Essex, Kent &  
Lambton)

*Dryden District*  
12 Sandy Lane  
**Dryden P8N 3A5**  
807-223-2559  
(District of Kenora)

*Fort Francis District*  
1029 Portage Ave.  
**Fort Francis P9A 2B1**  
807-274-6886  
(District of S/W Kenora  
and Rainy River)

*Kapuskasing District*  
27 Golf St.  
**Kapuskasing P5N 2N5**  
705-335-6685  
(District of Cochrane)

*Kingston District*  
612 Davis Dr.  
**Kingston K7M 7P1**  
613-384-1315  
(Counties of Frontenac, Leeds &  
Grenville, Lennox & Addington)

*London District*  
162 Whisperwood Ave.  
**London N6K 4C6**  
519-657-5265  
(Counties of Elgin, Huron &  
Middlesex)

*Manitoulin District*  
130 Cherrywood Cres.  
**Sudbury P3B 3Z8**  
705-560-0477  
(District of Manitoulin)

*New Liskeard District*  
Box 2502, Conc. 2  
Harris Twp.  
**New Liskeard P0J 1P0**  
705-647-4935  
(District of Timiskaming)

*Niagara District*  
11 Charles St.  
**Simcoe N3Y 1Z5**  
519-426-8112  
(Regions of Haldimand-Norfolk,  
Hamilton-Wentworth, Niagara &  
County of Brant & Oxford)

*North Bay District*  
737 Tackaberry Dr.  
**North Bay P1B 4R7**  
705-476-8868  
(District of Nipissing)

*Ottawa District*  
349 Montgomery St.  
**Vanier K1L 7X1**  
613-749-4401  
(Region of Ottawa, Counties of  
Prescott & Russell, & Stormont,  
Dundas & Glengarry)

*Owen Sound District*

R.R. 2

**Kemble N0H 1S0**

519-371-4311

(Counties of Bruce,  
Dufferin & Grey)

*Parry Sound District*

5 Waubuno Rd.

**Parry Sound P2A 2B3**

705-746-4827

(District of Parry Sound)

*Peterborough District*

Fairbairn St., R.R. 2

**Peterborough K9J 6X3**

705-748-5062

(Region of Durham, Counties of  
Haliburton, Peterborough &  
Victoria)

*Renfrew District*

863 Kedrosky Dr.

**Renfrew K7V 4C8**

613-432-8674

(Counties of Lanark & Renfrew)

*Sault Ste. Marie District*

247 Glen Ave.

**Sault Ste. Marie P6A 5E3**

705-942-6610

(District of Algoma)

OFFICE OF THE FIRE MARSHAL  
PUBLIC INFORMATION

7 Overlea Blvd., 3rd Flr.

Toronto M4H 1A8

416-965-4871

The Public Information Section has an **information service on fire** prevention and public **safety**. Articles and information are released to the news media, and **municipal** fire departments are supplied with technical, legal and educational publications for public distribution. The section also publishes fire loss **statistics**, and makes **films** and **audio-visual** materials available to community groups, corporations, fire departments and interested members of the public.

*Sudbury District*

1605 Shadybrook Place

**Sudbury P3A 5H3**

705-566-7720

(District of Sudbury  
& Region of Sudbury)

*Thunder Bay District*

113 Dorothy St.

**Thunder Bay P0T 1W0**

807-475-9455

(District of Thunder Bay)

*Unorganized Communities*

c/o 1823 Coldstream Place,

P.O. Box 84

**Sudbury P3A 5N8**

(Temporary Address)

*Waterloo District*

617 Pine Island Cres.

**Waterloo N2V 1M5**

519-885-5988

(Region of Waterloo, Counties  
of Perth & Wellington)

*York-Metro District*

357 Harewood Blvd.

**Newmarket L3Y 6S5**

416-898-6304

(Regions of Metropolitan  
Toronto, York, Halton & Peel)

SOL GEN 19

OFFICE OF THE FIRE MARSHAL  
STATISTICAL SERVICES  
7 Overlea Blvd., 3rd Flr.  
Toronto M4H 1A8  
416-965-5524

SOL GEN 20

Statistical Services compiles information from approximately fifteen thousand occurrence reports, comprised of fire, vehicle, response and casualty records, received each month from all the fire departments in Ontario. The information is keyed and transmitted on a monthly basis to a central **computer** system which provides **statistical** and investigation information to fire investigators, insurance companies, other government agencies, news media, private companies and all fire departments in Ontario. The data is also used to compile '**Fire Losses in Ontario**', published annually.

OFFICE OF THE FIRE MARSHAL  
ONTARIO FIRE COLLEGE  
P.O. Box 850  
Gravenhurst P0C 1G0  
705-687-2294 General Inquiry  
705-687-3418 Chief Instructor  
705-687-3419 Registrar  
705-687-7911 Facsimilie

SOL GEN 21

The Ontario Fire College offers in-residence courses of study in fire protection technology to **municipal fire** department officers. Together with Fire Advisory Services, the college conducts regional training for municipal fire fighters in the basic skills of fire prevention and fire fighting. Curriculum assistance in the development of fire fighter training programs is offered to county mutual fire aid associations.

OFFICE OF THE CHIEF CORONER  
26 Grenville St., 2nd Flr.  
Toronto M7A 2G9  
416-965-6678  
After Hours: 416-965-6006

SOL GEN 22

**Coroners** investigate sudden and unexpected **deaths**; inform the public about prevention of similar deaths; order **autopsies** for medico-legal reasons; conduct **inquests**; and sign certificates for **cremation** and for shipment of bodies out of Ontario. The office administers the **Human Tissue Gift Act** and the **Anatomy Act**, concerning donation of bodies or parts of bodies for transplants, medical education or scientific research. Adults may give consent by signing the donor section of **driver licences** or a donor card available from the Office of the Chief Coroner; orally, during last illness in the presence of at least two witnesses; or in writing. The office inspects **schools** of anatomy in Ontario, and supplies them with donated or unclaimed bodies. For information, contact the Office of the Chief Coroner listed above or regional coroners listed below.

*Regional Coroner*  
P. O. Box 3000  
**Dryden P8N 3B3**  
807-223-6956  
(Northwestern Region)

*Regional Coroner*  
275 Ontario St., Ste. 402  
**Kingston K7K 2X5**  
613-548-6780  
(Eastern Region)



*Regional Coroner*  
P. O. Box 2297  
**Orillia L3V 6S2**  
705-326-8400  
(South Georgian Bay Region)

*Regional Coroner*  
P. O. Box 580  
**St. Catharines L2R 6W8**  
416-682-9209  
(Niagara Region)

*Regional Coroner*  
P. O. Box 604  
**Sarnia N7T 7J4**  
519-344-1180  
(Southwestern Region)

*Regional Coroner*  
26 Grenville St.  
**Toronto M7A 2G9**  
416-965-6678  
(Central and Metro Toronto Region)

**FORENSIC PATHOLOGY BRANCH**  
26 Grenville St.  
Toronto M7A 2G9  
416-965-1554

SOL GEN 23

The Forensic Pathology Branch assists in determining the cause of **death** in unusual circumstances, and in unveiling concealed homicides through **autopsies**, biological and other techniques of **forensic science**. The branch supervises regional pathologists, who are not necessarily employed by the government but are called upon by coroners, when necessary, to perform forensic investigations. Support is provided for pathologists' and law enforcement officers' continuing **education** in legal medicine and investigation of sudden death.

## **OFFICE OF THE COMMISSIONER ONTARIO PROVINCIAL POLICE**

**PROFESSIONAL STANDARDS BRANCH**  
**ONTARIO PROVINCIAL POLICE**  
90 Harbour St.  
Toronto M7A 2S1  
416-965-2264

SOL GEN 24

The Professional Standards Branch assists the Commissioner in administering internal **employee** issues, discipline procedures, and resolution of **public complaints** (965-0282) relating to Ontario Provincial Police employees, auxiliary **police** members, **Ontario Government Protective Service** employees and Indian reserve special constables. The branch also investigates **Police Act** offenses (965-0282), prepares Police Act **trials**, and administers the OPP honours and **awards** program (965-4406).

## **DEPUTY COMMISSIONER - SERVICES**

**POLICY AND PLANNING BRANCH**  
**ONTARIO PROVINCIAL POLICE**  
90 Harbour St.  
Toronto M7A 2S1  
416-965-2542

SOL GEN 25

The Policy and Planning Branch provides management and operational research, and developmental support to Ontario Provincial Police (OPP) management and the Ministry in the areas of policy and procedures, manual systems and **statistical** analysis.

PROGRAM EVALUATION BRANCH  
ONTARIO PROVINCIAL POLICE  
90 Harbour St.  
Toronto M7A 2S1  
416-965-4434

SOL GEN 26

The Program Evaluation Branch conducts comprehensive **audits** of the programs and activities of the Ontario Provincial Police (OPP). This ensures that the aims of senior management are being met through effective and efficient utilization of resources. The branch also undertakes special studies, assignments and inspections.

## ADMINISTRATIVE SERVICES DIVISION

TRAINING BRANCH  
PROVINCIAL POLICE ACADEMY  
Queen St. W. & McLaughlin Rd. S.  
P.O. Box 266  
Brampton L6V 2L1  
416-459-4193  
416-965-4818  
416-965-4904

SOL GEN 27

The Training Branch is responsible for the design and delivery of **police** training courses, including recruitment, advanced law enforcement and management, to all levels of the Ontario Provincial Police (OPP) Force. The branch also offers a wide range of specialized training courses on tactics, search and rescue, marine, crowd management, scuba, motorcycles, explosives disposal, and police dogs; gives in-service lectures for field personnel; and coordinates the attendance of all members at training courses conducted by other agencies. The Academy has a **library** service for members, and an **audio-visual** unit which produces a variety of programs for the OPP.

STAFF SERVICES BRANCH  
ONTARIO PROVINCIAL POLICE  
90 Harbour St.  
Toronto M7A 2S1  
416-965-4468

SOL GEN 28

The Staff Services Branch administers personnel services to the Ontario Provincial Police (OPP). The Uniform Recruitment (965-4468) handles uniformed staff recruitment. The Staff Development Section (965-4468) provides staff development, management training courses, promotional process-performance reviews and position description maintenance. The Resource Deployment Section (965-8219) coordinates postings and transfers within the Force, maintains a computerized human resource inventory, and handles statistics and uniformed staff personnel records. The Staff Relations Section (965-4468) offers services to OPP staff and families, counsels employees with problems affecting performance, and liaises with the **Ontario Provincial Police Association**.

INFORMATION SERVICES BRANCH  
 ONTARIO PROVINCIAL POLICE  
 90 Harbour St.  
 Toronto M7A 2S1  
 416-965-3846

SOL GEN 29

The Information Services Branch provides the general public with a contact point for inquiries and information on the Ontario Provincial **Police**. The branch also provides a comprehensive police/public/media relations and information network throughout the Ontario Provincial Police Force by means of the following units: Media Relations, News Bureau, General Information Service, Creative Services - O.P.P. Review Magazine, and Force Central **Library**.

RECORDS MANAGEMENT BRANCH  
 ONTARIO PROVINCIAL POLICE  
 90 Harbour St.  
 Toronto M7A 2S1  
 416-965-4456

SOL GEN 30

The Records Management Branch maintains administrative files, and provides microfilming, varityping, printing and mail services for the OPP. The **Criminal Occurrence Registry** disseminates data on criminals and their activities, to assist in identifying perpetrators of unsolved crime. The **Freedom of Information** Services Section has been established to provide access to information held by the O.P.P.

## SUPPORT SERVICES DIVISION

TRANSPORT BRANCH  
 ONTARIO PROVINCIAL POLICE  
 128 Queen's Quay E.  
 Toronto M5E 1T8  
 416-965-4477

SOL GEN 31

The Transport Branch provides and maintains mobile equipment to meet Ontario Provincial **Police** (OPP) **transportation** needs. A branch garage is located at the OPP district headquarters in Thunder Bay (807-344-6831). For addresses of OPP district headquarters, see the OPP Field Districts entry.

QUARTERMASTER STORES BRANCH  
 ONTARIO PROVINCIAL POLICE  
 90 Harbour St.  
 Toronto M7A 2S1  
 416-965-4485

SOL GEN 32

The Quartermaster Stores Branch stocks and distributes uniforms, equipment, and forms used by the Ontario Provincial Police (OPP), the **Ontario Government Protective Service**, Native peoples policing and auxiliary **police**. A repository is maintained for **weapons** which have been seized by police forces throughout the Province, and cleared by the courts for disposal.



COMPUTER & TELECOMMUNICATIONS BRANCH

SOL GEN 33

ONTARIO PROVINCIAL POLICE

90 Harbour St.

Toronto M7A 2S1

416-965-2638

The Computer & Telecommunications Branch provides operational support to the Ontario Provincial Police (OPP), and other law enforcement agencies, through the maintenance, operation and delivery of computing and telecommunications equipment, user programs and related support services.

Responsibility for all aspects of the Ontario Police Information Centre (OPIC) rests with the branch. It manages the Ontario Criminal Intelligence Information System (OCIIS) on behalf of Criminal Intelligence Services of Ontario (CISO). The branch also provides the OPP with a **communications** system by operating the OPP **radio** system, the **Canadian Police Information Centre (CPIC)** computer terminals (965-4773) and the **Police Automated Registration Information System (PARIS)**. Maintenance and auditing of these systems, improvement of the radio system, and coordination of all **telephone** requirements are performed by the branch. It houses the **Suspension Control Centre**, which provides driver licence suspension information to police forces within the province.

DEPUTY COMMISSIONER - FIELD OPERATIONS

FIELD COORDINATION BRANCH

SOL GEN 34

ONTARIO PROVINCIAL POLICE

90 Harbour St.

Toronto M7A 2S1

416-965-4890

The Field Coordination Branch provides coordination and liaison for the Field Operations Division and 16 districts. The branch consists of four sections which are described separately.

FIELD COORDINATION BRANCH  
FIELD ADMINISTRATION SECTION  
ONTARIO PROVINCIAL POLICE

SOL GEN 35

90 Harbour St., 3rd Flr.

Toronto M7A 2S1

416-965-8139

This section coordinates the following programs and activities on a province- wide basis: Crime Stoppers, Detachment Planning, Community-Based Policing, Search and Rescue, Selective Initial Response, Crowd Management, Court Officers, Industrial Labour Relations, Emergency Planning, the LE88 Contact Card Program, and the Field Operations Budget. Program development and ongoing support, as well as Field Operations delivery of service projects, are undertaken by this section.

FIELD COORDINATION BRANCH  
 FIELD SUPPORT SECTION  
 ONTARIO PROVINCIAL POLICE  
 90 Harbour St.  
 Toronto M7A 2S1  
 416-965-4400

SOL GEN 36

The Field Support Section administers the **OPP Auxiliary Police Program**. Members of the auxiliary are utilized to augment the regular force and to assist with regular police duties. Requirements for membership are similar to those of the regular force, and interested persons may apply at local Ontario Provincial Police (OPP) detachments. The branch monitors the training and operational aspects of regular force Tactics and Rescue Units, Canine Units, Underwater Search and Recovery Units, Explosives Disposal Units, District Crime Squads, OPP Running and Shooting Teams, the Helicopter Unit and the Crisis Negotiator. Ontario Provincial Police district headquarters and detachments are listed under the OPP Field Districts entry.

FIELD COORDINATION BRANCH  
 TRAFFIC AND MARINE SECTION  
 ONTARIO PROVINCIAL POLICE  
 90 Harbour St.  
 Toronto M7A 2S1  
 416-965-5444

SOL GEN 37

The Traffic and Marine Section provides traffic resource expertise for the Ontario Provincial Police (OPP) and other police forces. Investigations of serious **motor vehicle** collisions are monitored to ascertain **accident** causation and determine means to make **highways** safer. The section develops, coordinates and maintains effective and efficient **traffic** enforcement programs to reduce traffic collisions and associated losses.

Section responsibilities include enforcing the **Transportation of Dangerous Goods Enforcement Program**, managing the **Waterways Policing Program**, and liaising with the Ministry of Natural Resources and the Canadian Coast Guard on marine matters within the province.

District headquarters and detachments are listed under the OPP Field District entry. In case of an emergency, the OPP can be contacted through the telephone operator by asking for Zenith 50000.

FIELD COORDINATION BRANCH  
 COMMUNITY SERVICES SECTION  
 ONTARIO PROVINCIAL POLICE  
 90 Harbour St.  
 Toronto M7A 2S1  
 416-965-4474

SOL GEN 38

The Community Services Section develops and administers **crime** prevention and **safety** programs for the Ontario Provincial Police. Program delivery is handled by the field offices listed under the Ministry of the Solicitor General OPP Field Districts entry.

In addition, this section is responsible for the selection, training, scheduling and coordinating of the Force Pipe and Drum Band.

**INDIAN AND MUNICIPAL POLICING BRANCH**  
**ONTARIO PROVINCIAL POLICE**

SOL GEN 39

90 Harbour St.  
Toronto M7A 2S1  
416-965-4308

The Indian and Municipal Policing Branch is responsible for **Native peoples** policing in Ontario, as well as **municipal** policing contracts and extended service offices. Programs include the appointment of special constables, at the request of **Indian Band Councils**, to supplement the policing on their particular reserves. The Ontario Provincial Police (OPP) administer the training, salary and equipment of special constables through the provisions of the **federal-provincial** cost-sharing agreement. Municipal policing agreements are drawn up between various municipalities and the Ministry of the Solicitor General. The **Extended Service Office Program (Storefront Policing)** is an additional service provided to small municipalities which do not have their own **police** or a regular OPP detachment. District headquarters and detachments are listed in the OPP Field Districts entry.

**FIELD DISTRICTS**  
**ONTARIO PROVINCIAL POLICE**

SOL GEN 40

Ontario Provincial Police (**OPP**) field operations are undertaken through 16 districts and 189 detachments, listed below. The district commander is responsible for OPP activities within each district, and heads an internal administration unit. Each district headquarters has **criminal, traffic and identification** units and a community services coordinator. With the exception of the community services coordinator, district headquarters personnel primarily offer internal supervision and support for the OPP detachments.

Detachment personnel provide enforcement and investigative policing services within their particular detachment area. In **emergencies**, the OPP can be contacted through the telephone operator by asking for Zenith 50000.

**DISTRICT HEADQUARTERS**

20 Rose St.  
Box 550  
**Barrie L4M 4T7**  
705-726-2220  
(District 7)

400 North Front St.  
Box 148  
**Belleville K8N 4Z9**  
613-968-5547  
(District 9)

1160 North Shore Blvd. E.  
Box 5021  
**Burlington L7R 3Y8**  
416-681-2591  
(District 3)

317 Queen St.  
Box 990  
**Chatham N7M 5L6**  
519-352-7660  
(District 1)

222 Water St.  
Box 1080  
**Kenora P9N 3X7**  
807-468-3357  
(District 17)



823 Exeter Rd.  
**London N6E 1W1**  
 519-681-0851  
 (District 2)

Mille Roches Rd.  
 Box 430  
**Long Sault K0C 1P0**  
 613-534-2209  
 (District 11)

630 Main St. N.  
 Box 250  
**Mount Forest N0G 2L0**  
 519-323-4070  
 (District 6)

Chippewa & Rose Ave.  
 Box 686  
**North Bay P1B 8J8**  
 705-476-5200  
 (District 12)

75 Dufferin St.  
 Box 160  
**Perth K7H 3E3**  
 613-267-6780  
 (District 10)

453 Lansdowne St. E.  
 Box 477  
**Peterborough K9J 6Z6**  
 705-748-5522  
 (District 8)

740 Great Northern Rd.  
 Box 399  
**Sault Ste. Marie P6A 5M1**  
 705-254-4361  
 (District 14)

Hwy. 101  
 Box 700  
**South Porcupine P0N 1H0**  
 705-235-3255  
 (District 15)

Hwy. 69 S., McFarlane Lake  
 Box 666  
**Sudbury P3E 4R6**  
 705-522-0629  
 (District 13)

489 N. Algoma St.  
 Box 3080  
**Thunder Bay P7B 5G5**  
 807-344-0891  
 (District 16)

300 Falstaff Ave.  
**Toronto M6L 2G1**  
 416-235-4981  
 (District 5)

## DETACHMENTS

Box 965  
**Alliston L0M 1A0**  
 705-435-5531

Box 640  
**Almonte K0A 1A0**  
 613-256-2222

Box 23  
 Malden Twp.  
**Amherstburg N9V 2Z2**  
 519-736-3483

Loyalist Plaza  
 3 Manitou Cres. W.  
**Amherstview K7N 1S3**  
 613-389-8601

Box 10  
**Apsley K0L 1A0**  
 705-656-4431

Box 10  
**Armstrong P0T 1A0**  
 807-583-2394

**Town Hall, Box 337**  
**Arnprior K7S 3H6**  
613-623-3131

**Box 130**  
**Atikokan P0T 1C0**  
807-597-2120

**Box 281**  
**Bala P0C 1A0**  
705-762-3304

**Box 640**  
**Bancroft K0L 1C0**  
613-332-2112

**Box 550**  
**Barrie L4M 4T7**  
705-726-6484

**Box 180**  
**Beardmore P0T 1G0**  
807-875-2125

**Box 860**  
**Beaverton L0K 1A0**  
705-426-7366

**Box 308**  
**Belle River N0R 1A0**  
519-728-1810

**Box 148**  
**Belleville K8N 4Z9**  
613-968-6495

**Box 387**  
**Blenheim N0P 1A0**  
519-676-3300

**Box 400**  
**Blind River P0R 1B0**  
705-356-2244

**Box 510**  
**Bracebridge P0B 1C0**  
705-645-2211

**Box 220**  
**Bradford L3Z 2A8**  
416-775-3326

**Box 334**  
**Brantford N3T 5N3**  
519-753-4161

**Box 117**  
**Brighton K0K 1H0**  
613-475-1313

**Box 130**  
**Still River**  
**Britt P0G 1A0**  
705-383-2231

**Parkedale Ave.**  
**Brockville K6V 5T6**  
613-345-1790

**Box 514**  
**Burk's Falls P0A 1C0**  
705-382-2015

**Box 5021**  
**Burlington L7R 3Y8**  
416-681-2511

**General Delivery**  
**Caledon East L0N 1E0**  
416-584-2241  
416-454-0552

**Box 790**  
**Campbellford K0L 1L0**  
705-653-3300

**Box 98**  
**West Carleton Twp.**  
**Carp K0A 1L0**  
613-839-5566

**Box 337**  
**Casselman K0A 1M0**  
613-764-5415

Box 148  
**Cayuga N0A 1E0**  
 416-772-3322  
 416-529-8708

Box 70  
**Central Patricia P0V 3A0**  
 807-928-2211

Box 250  
**Chapleau P0M 1K0**  
 705-864-1715

Box 990  
**Chatham N7M 5L6**  
 519-352-1122

Box 329  
**Coboconk K0M 1K0**  
 705-454-3311

Box 8  
**Cobourg K9A 4K2**  
 416-372-5421

Box 98  
**Cochrane P0L 1C0**  
 705-272-4391

Box 340  
**Dowling P0M 1R0**  
 705-855-4525

300 Falstaff Ave.  
**Downsview M6L 2G1**  
 416-248-3151

Box 550  
**Dryden P8N 2Z2**  
 807-223-2221

Box 9  
**Dutton N0L 1J0**  
 519-762-2833

Box 126  
**Ear Falls P0V 1T0**  
 807-222-3112

Third St.  
**Elk Lake P0J 1G0**  
 705-678-2226

6 Oakland Blvd.  
 Box 201  
**Elliot Lake P5A 2J7**  
 705-848-2738  
 705-848-6585

Box 189  
**Elmvale L0L 1P0**  
 705-322-2424

Box 353  
**Emo P0W 1E0**  
 807-482-2070

Box 1019  
**Englehart P0J 1H0**  
 705-544-2233

Box 1123  
**Espanola P0P 1C0**  
 705-869-1211

Box 910  
**Essex N8M 2Y2**  
 519-776-5276

Box 1720  
**Exeter N0M 1S0**  
 519-235-1300

Box 160  
**Foleyet P0M 1T0**  
 705-899-2456

Box 130  
**Forest N0N 1J0**  
 519-786-2349

Box 130  
**Gananoque K7G 2T7**  
 613-382-2195

**Geraldton P0T 1M0**  
 807-854-1333



Box 306  
**Glencoe N0L 1M0**  
519-287-2620

Box 6  
**Goderich N7A 3Y5**  
519-524-8314

Box 40  
**Gogama P0M 1W0**  
705-894-2345

Box 224  
**Gore Bay P0P 1H0**  
705-282-2621

Box 460  
Pinery Park  
**Grand Bend N0M 1T0**  
519-243-2735

General Delivery  
**Grassy Narrows P0X 1B0**  
807-925-2221

218 Bristol St.  
**Guelph N1H 3M4**  
519-822-7250

Box 458  
**Haileybury P0J 1K0**  
705-672-3323

Box 305  
**Hawkesbury K6A 2R9**  
613-632-2729

Box 608  
**Hearst P0L 1N0**  
705-362-4245

Box 10  
**Hornepayne P0M 1Z0**  
807-868-2315/19

Box 1056  
**Huntsville P0A 1K0**  
705-789-5551

Box 158  
**Ignace P0T 1T0**  
807-934-2265

Box 388  
**Iroquois Falls P0K 1E0**  
705-232-4087

Box 10  
**Kakabeka Falls P0T 1W0**  
807-577-4226

Box 10  
**Kaladar K0H 1Z0**  
613-336-2244

R. R. 2  
Shabaqua  
**Kaministiquia P0T 1X0**  
807-933-4462

Box 13490  
**Kanata K2K 1X6**  
613-592-6061

Box 277  
**Kapuskasing P5N 2Y4**  
705-335-2238

Box 160  
**Kemptville K0G 1J0**  
613-258-3441

Box 1080  
**Kenora P9N 3X7**  
807-468-8971

Hwy. 60, R.R. 2  
**Killaloe K0J 2A0**  
613-757-2600

**Killarney P0M 2A0**  
705-287-2881

Box 40  
**Kincardine N0G 2G0**  
519-396-3341

Box 37, Stn. 'A'  
**Kingston K7M 6P9**  
613-384-2400

*Kingston Municipal Det.*  
Box 37, Stn. 'A'  
**Kingston K7M 6P9**  
613-384-4700

2021 Division Rd. N.  
Gosfield South Twp.  
**Kingsville N9Y 2Y9**  
519-733-2345

Box 246  
**Kirkland Lake P2N 3H7**  
705-567-5355

Box 276  
**Kitchener N2G 3X9**  
519-744-8131

Box 160  
**Lancaster K0C 1N0**  
613-347-2449

21 Angeline St. N.  
**Lindsay K9V 5B7**  
705-324-6741

Box 70  
**Lion's Head N0H 1W0**  
519-793-3332

Box 160  
**Listowel N4W 3H2**  
519-291-1414

Box 490  
**Little Current P0P 1K0**  
705-368-2200

823 Exeter Rd.  
**London N6E 1W1**  
519-681-0300

Box 430  
Mille Roches Rd.  
**Long Sault K0C 1P0**  
613-534-2223

Box 218  
**Longlac P0T 2A0**  
807-876-2248

Box 269  
**Lucan N0M 2J0**  
519-227-4423

Box 490  
**Madoc K0K 2K0**  
613-473-4234

**Manitouwadge P0T 2C0**  
807-826-4641

Box 39  
**Manitowaning P0P 1N0**  
705-859-3155

Box 909  
**Manotick K0A 2N0**  
613-692-2525  
613-692-2813

Box 490  
**Marathon P0T 2E0**  
807-229-0220

Box 433  
**Markdale N0C 1H0**  
519-986-2211

Box 602  
**Matheson P0K 1N0**  
705-273-2213

770 John St.  
**Mattawa P0H 1V0**  
705-744-5503

Box 430  
**Maxville K0C 1T0**  
613-527-2124

Box 1028  
**Meaford N0H 1Y0**  
519-538-1220

Box 27  
**Merlin N0P 1W0**  
519-689-4254

Box 250  
**Midland L4R 4K8**  
705-526-3761

Box 130  
**Millbrook L0A 1G0**  
705-932-2913

203 Steeles Ave.  
**Milton L9T 1Y1**  
416-878-2307

Box 1  
**Minaki P0X 1J0**  
807-224-3341

Box 188  
**Mindemoya P0P 1S0**  
705-377-5386

Box 58  
**Minden K0M 2K0**  
705-286-1431

49 S. Service Rd.  
Port Credit  
**Mississauga L5G 2R8**  
416-278-6131

Box 278  
**Moosonee P0L 1Y0**  
705-336-2320

Box 667  
**Morrisburg K0C 1X0**  
613-543-2949

Box 250  
630 Main St. N. •  
**Mount Forest N0G 2L0**  
519-323-3130

Box 360  
**Nakina P0T 2H0**  
807-329-5364

470 Centre St.  
**Napanee K7R 1P8**  
613-354-3369/2123

Box 280  
**Newcastle L0A 1H0**  
416-987-4060

Box 358  
**Niagara Falls L2E 6T8**  
416-356-1311  
416-382-3884

Box 189  
**Nipigon P0T 2J0**  
807-887-2637

Box 96  
**Noelville P0M 2N0**  
705-898-2211

Box 686  
Chippewa & Rose Ave.  
**North Bay P1B 8J8**  
705-472-4343

Box 206  
**Orillia L3V 6J3**  
705-326-3536

Box 13490  
**Ottawa K2K 1X6**  
613-828-9171

Box 486  
**Owen Sound N4K 5P7**  
519-376-3433



Box 67  
**Parkhill N0M 2K0**  
 519-294-6242

Box 458  
**Parry Sound P2A 2X5**  
 705-746-4225

Box 185  
**Pembroke K8A 4M2**  
 613-735-0188

Box 160  
**Perth K7H 3E3**  
 613-267-2626

Box 477  
**Peterborough K9J 6Z6**  
 705-742-0401

Box 400  
**Petrolia N0N 1R0**  
 519-882-1011

Box 1490  
**Picton K0K 2T0**  
 613-476-2151

Box 39  
**Port Burwell N0J 1T0**  
 519-874-4433

Box 68  
**Norfolk**  
**Port Rowan N0E 1M0**  
 519-586-3526  
 519-875-2980

Box 99  
**Powassan P0H 1Z0**  
 705-724-2016

Box 399  
**Prescott KOE 1T0**  
 613-925-4221

Box 10  
**Rainy River P0W 1L0**  
 807-852-3972

Howey St.  
**Red Lake P0V 2M0**  
 807-727-2418

532 Stewart St. N.  
**Renfrew K7V 1Y6**  
 613-432-5811

Oak Ridges  
 Box 2390  
**Richmond Hill L4E 1A5**  
 416-773-5281  
 416-773-3411

Box 730  
**Ridgetown N0P 2C0**  
 519-674-5496

350 Springfield Rd.  
**Rockcliffe Park K1M 0K7**  
 613-749-9220

Box 520  
**Rockland K0A 3A0**  
 613-446-5124

Box 149  
**Rolphton K0J 2H0**  
 613-586-2283

Box 173  
**St. Thomas N5P 3T7**  
 519-631-2920

Box 399  
 740 Great Northern Rd.  
**Sault Ste. Marie P6A 5M1**  
 705-759-1100

Box 400  
**Schreiber P0T 2S0**  
 807-824-2333

**Box 38**  
**Sebringville N0K 1X0**  
519-393-6123

**Box 220**  
**Sharbot Lake K0H 2P0**  
613-279-2195

**Box 519**  
**Shelburne L0N 1S0**  
519-925-3838

**Box 738**  
**Simcoe N3Y 4T2**  
519-426-3434

**Box 128**  
**Sioux Lookout P0V 2T0**  
807-737-2020

**Box 355**  
**Sioux Narrows P0X 1N0**  
807-226-5211

**Box 880**  
**Smooth Rock Falls P0L 2B0**  
705-338-2711

**Box 130**  
**Sombra N0P 2H0**  
519-892-3404

**Hwy. 101, Box 700**  
**South Porcupine P0N 1H0**  
705-235-3345

**Box 220**  
**Spanish P0P 2A0**  
705-844-2424

**Box 970**  
**Stayner L0M 1S0**  
705-428-3134

**Box 69**  
**Strathroy N7G 3J1**  
519-245-2323

**Box 1000**  
**Sturgeon Falls P0H 2G0**  
705-753-2990

**Box 666**  
**Hwy. 69 S., McFarlane Lake**  
**Sudbury P3E 4R6**  
705-522-3388

**917 Lesperance Rd.**  
**Tecumseh N8N 1W9**  
519-735-2424

**Box 340**  
**Temagami P0H 2H0**  
705-569-3633

**Box 160**  
**Thessalon P0R 1L0**  
705-842-3243

**Box 3080**  
**Thunder Bay P7B 5G5**  
807-344-8421

**Box 96**  
**Tillsonburg N4G 4H3**  
519-842-3633

**Upsala P0T 2Y0**  
807-986-2211

**Highway 17**  
**Vermilion Bay P0V 2V0**  
807-227-2024

**Box 159**  
**Virginiatown P0K 1X0**  
705-634-2151

**Box 247**  
**Walkerton N0G 2V0**  
519-881-3130

**805 Murray St.**  
**Wallaceburg N8A 1W5**  
519-627-1401

Box 100  
**Warren P0H 2N0**  
 705-967-2913

Box 140  
**Wasaga Beach L0L 2P0**  
 705-429-3575

Box 19  
**Wawa P0S 1K0**  
 705-856-2233

Box 99  
**Welland L3B 5P2**  
 416-732-1368

Box 31  
**Westport K0G 1X0**  
 613-273-2812

Box 81  
**Wheatley N0P 2P0**  
 519-825-4313

Box 57  
**Whitby L1N 5R7**  
 416-668-3388  
 416-686-4581  
 416-725-6581

Box 249  
**White River P0M 3G0**  
 807-822-2112

Box 131  
**Whitney K0J 2M0**  
 613-637-2622

Box 460  
**Warton N0H 2T0**  
 519-534-1323

Box 423  
**Winchester K0C 2K0**  
 613-774-2603

Box 24  
**Wingham N0G 2W0**  
 519-357-1331

Box 38  
**Woodstock N4S 7W5**  
 519-539-9811

# DEPUTY COMMISSIONER - INVESTIGATIONS SPECIAL INVESTIGATIONS DIVISION

ANTI-RACKETS BRANCH  
 ONTARIO PROVINCIAL POLICE  
 90 Harbour St.  
 Toronto M7A 2S1  
 416-965-8117

SOL GEN 41

The Anti-Rackets Branch offers assistance to all police forces and government agencies in Ontario with investigations into white collar **crime**, including computer crimes, financial institutions, general frauds, **counterfeiting** and **forgery**. District headquarters and detachments are listed under the OPP Field Districts entry.



CRIMINAL INVESTIGATION BRANCH  
ONTARIO PROVINCIAL POLICE

SOL GEN 42

90 Harbour St.  
Toronto M7A 2S1  
416-965-8105

The Criminal Investigation Branch is responsible for homicide investigations in the Ontario Provincial Police (OPP) force jurisdiction. The branch also assists the force, all police forces in Ontario and other Ontario government agencies in the investigation of serious **criminal** activities.

GENERAL INVESTIGATIONS BRANCH  
ONTARIO PROVINCIAL POLICE

SOL GEN 43

90 Harbour St.  
Toronto M7A 2S1  
416-965-8114

The branch provides assistance to Crown attorneys, law enforcement and other government agencies.

The Drug Enforcement Section (965-8114) administers **drug** enforcement activities for the force, and conducts investigations through units deployed throughout the province. Field Drug Units are located in: Kenora (807-468- 9157); Kingston (613-546-6621); London (519-455-4311); North Bay (705-476-4279); and Thunder Bay (807-345-7874).

The Gaming Section (965-8114) investigates offences relating to illegal **gambling** and **betting**, and liaises with the Lotteries Branch of the Ministry of Consumer and Commercial Relations. A special unit within the Gaming Section deals with improprieties in thoroughbred and standardbred **horse racing**.

The Pornography and Hate Literature Section is involved in the investigation and control of **pornography** (965-1736) and **hate literature** (965-3112).

The Auto Theft Section (965-8049) deals with thefts of **motor vehicles**, including organized vehicle theft rings, and provides expert vehicular (or parts) identification.

INVESTIGATION SUPPORT DIVISION

INTELLIGENCE BRANCH  
ONTARIO PROVINCIAL POLICE

SOL GEN 44

90 Harbour St.  
Toronto M7A 2S1  
416-965-8108

The Intelligence Branch anticipates, monitors and prevents the criminal activities of an identifiable person or group of persons involved in organized or sophisticated and professional **crime**. District headquarters and detachments are listed under the OPP Field Districts entry.

SECURITY BRANCH  
 ONTARIO PROVINCIAL POLICE  
 90 Harbour St.  
 Toronto M7A 2S1  
 416-965-8111

SOL GEN 45

This branch provides police security for top government officials and visiting dignitaries. Expertise on all aspects of physical **security** is offered to Ontario government ministries. The **Ontario Government Protective Service's** uniformed security guards patrol Ontario Government **buildings** in Metro Toronto.

TECHNICAL SUPPORT BRANCH  
 ONTARIO PROVINCIAL POLICE  
 90 Harbour St.  
 Toronto M7A 2S1

SOL GEN 46

416-965-6176 (Administration & General Inquiries)  
 416-965-7651 (Equipment Maintenance & Development)  
 416-965-6443 (Forensic Identification Services)  
 416-965-3548 (Photographic Laboratory, Colour)  
 416-965-7652 (Photographic Surveillance)  
 416-965-8125 (Physical Surveillance)  
 416-965-7652 (Polygraph Services)  
 416-965-8130 (Technical Installation)  
 426-965-7742 (Technical Investigation Coordination)

The Technical Support Branch gives operational support, such as photographic, technical and physical **surveillance**, polygraph examination, **forensic** identification services, photographic laboratory services and technical identification units coordination, to **criminal** investigations conducted by other branches and field units of the Ontario Provincial Police (OPP). The same specialized services are available to municipal police forces, other ministries and enforcement agencies, on request.

REGISTRATION BRANCH  
 CHIEF PROVINCIAL FIREARMS OFFICE  
 ONTARIO PROVINCIAL POLICE  
 125 Lakeshore Blvd. E.  
 Toronto M5E 1P6  
 416-965-5525/4488

SOL GEN 47

Mailing Address:  
 90 Harbour St.  
 Toronto M7A 2S1

The Chief Provincial Firearms Officer, who represents the Solicitor General in all **firearms** matters, administers Canada's gun control program in Ontario. Responsibilities include operating the **Firearms Business Permit System** (inspection and **licensing** of all outlets buying, selling or manufacturing restricted and non-restricted weapons and **ammunition**); coordinating the **Firearms Acquisition Certificate System** for the province; and inspecting

**shooting clubs** that have applied for the Solicitor General's approval pursuant to the Criminal Code (Canada). The office is also responsible for issuing **permits** to carry restricted weapons in Ontario, as outlined in the Criminal Code (Canada). Firearms acquisition certificates and permits to **transport** restricted weapons are issued by municipal police forces in municipalities with populations exceeding 15,000. In smaller communities, this function is the responsibility of the local Ontario Provincial Police (OPP) Detachment, listed under the OPP Field Districts entry.

*Registration Branch*  
*Chief Provincial Firearms Office*  
*Ontario Provincial Police*  
 985 Adelaide St. S.  
**London N6E 1W1**  
 519-685-3713  
 (London Unit)

*Registration Branch*  
*Chief Provincial Firearms Office*  
*Ontario Provincial Police*  
 937 Teron Rd., P.O. Box 13490  
**Kanata K2K 1X6**  
 613-592-6061  
 (Ottawa Unit)

REGISTRATION BRANCH  
 PRIVATE INVESTIGATORS AND SECURITY  
 GUARDS SECTION  
 ONTARIO PROVINCIAL POLICE  
 125 Lakeshore Blvd. E.  
 Toronto M5E 1P6  
 416-965-5814

SOL GEN 48

Mailing Address:  
 90 Harbour Street  
 Toronto M7A 2S1

This office administers and enforces the provisions of the Private Investigators and Security Guards Act. The Registrar (965-3038) approves the **licensing** of persons and agencies that provide the services of private investigators and **security** guards. The Investigative Unit (965-5001) investigates complaints under the Private Investigators and Security Guards Act.

## ONTARIO POLICE ARBITRATION COMMISSION

ONTARIO POLICE ARBITRATION COMMISSION  
 25 Grosvenor St., 1st Flr.  
 Toronto M7A 1Y6  
 416-965-3348

SOL GEN 49

Under the **Police Act**, the Ontario Police Arbitration Commission monitors and evaluates the effectiveness of the **police arbitration** system, and makes recommendations for its improvement.



**ONTARIO POLICE COMMISSION****ONTARIO POLICE COMMISSION**

SOL GEN 50

25 Grosvenor St., 9th Flr.  
 Toronto M7A 2G9  
 416-965-6071

The Ontario Police Commission functions as an advisory and supervisory body for all Ontario police forces. It has quasi-judicial powers in matters dealing with **police** discipline, misconduct and other aspects of policing. Efficiency is promoted in Ontario police forces through advisory and inspection services, training, **crime** intelligence and technical support services. The Commission also advises Boards of Commissioners of Police, **municipal** councils, Chiefs of Police and the Solicitor General on all matters pertaining to police and policing.

**ONTARIO POLICE COMMISSION  
INSPECTORATE BRANCH**

SOL GEN 51

25 Grosvenor St., 9th Flr.  
 Toronto M7A 2H3  
 416-965-6071

The Inspectorate Branch serves as the operational arm of the Ontario Police Commission. Branch officers carry out regular inspections of all **municipal** forces to ensure operational and administrative adequacy, as required by the **Police Act** of Ontario. A wide range of advisory services on all **police** matters is available to governing authorities and their respective police forces.

**ONTARIO POLICE COMMISSION  
SUPPORT SERVICES BRANCH**

SOL GEN 52

25 Grosvenor St., 9th Flr.  
 Toronto M7A 2H3  
 416-965-6071

The Support Services Branch provides administrative services to the Commission, and maintains a repository of **statistical** information. The branch also serves as an extension of the Inspectorate Branch by carrying out studies of manpower, workload and deployment systems in **municipal police** forces.

**ONTARIO POLICE COMMISSION  
TECHNICAL SERVICES BRANCH**

SOL GEN 53

25 Grosvenor St., 9th Flr.  
 Toronto M7A 2H3  
 416-965-3281

The branch gives technological support and advice to all accredited **police** forces in Ontario. The Program Development Section is involved in the **Ontario Municipal and Provincial Police Automation Cooperative (OMPPAC)**, **Canadian Police Information Centre (CPIC)** network management, computer systems for police, and digital **communications** technology. Communications Services assists in upgrading voice communications facilities for the **Integrated Radio Services Program (IRSP)**. Under this program, the

branch administers **grants** for new **radio** systems to police forces of **municipalities**. Operational Support Services assists forces with the operation of support systems, such as the Canadian Police Information Centre (CPIC).

#### ONTARIO POLICE COMMISSION

SOL GEN 54

#### ONTARIO POLICE COLLEGE

P. O. Box 1190

Aylmer N5H 2T2

519-773-5361

The Ontario Police College is designed to provide a complete training program for Ontario **police** forces, from probationary constable through supervisory and management levels. Specialized training courses are offered in all situations where a need is demonstrated. In addition, the college develops programs to coordinate and complement in-service training undertaken at the individual force level. Distribution of annual publications (e.g., Calendar of Courses, Police **Education** Report, etc.) is restricted to those police forces, agencies, ministries, etc., interested in the training of law enforcement and related enforcement personnel.

#### ACTS

#### ACTS

SOL GEN 55

The Ministry of the Solicitor General is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Anatomy Act

Coroners Act

Egress from Public Buildings Act

Emergency Plans Act, 1983

Fire Accidents Act

Fire Departments Act

Fire Fighters Exemption Act

Fire Marshals Act

Hotel Fire Safety Act

Human Tissue Gift Act

Lightning Rods Act

Ministry of the Solicitor General Act

Ontario Society for the Prevention of Cruelty to Animals Act

Police Act

Private Investigators and Security Guards Act

Public Works Protection Act

Retail Business Holidays Act

## **MINISTRY OF TOURISM AND RECREATION**

77 Bloor St. W., 7th Flr.

Toronto M7A 2R9

The Ministry of Tourism and Recreation formulates policies and delivers programs and services to support tourism and recreation development and promotion in Ontario. Activities include: conducting promotions and marketing within and outside the province; assisting tourist facilities operators; maintaining government-sponsored attractions; and providing recreation, sports and fitness resources to municipalities and provincial organizations.

### **DEPUTY MINISTERS' OFFICE**

#### **COMMUNICATIONS BRANCH**

MTR 1

77 Bloor St. W., 7th Flr.

Toronto M7A 2R9

416-965-7680

The Communications Branch provides internal and external corporate communications advice, planning and services to the Minister, senior management and program staff to heighten awareness of the Ministry's programs and policies. Branch clients are the Minister, Deputy Minister, support and program divisions, Ministry and agency staff, clients, media, other ministries, other government organizations and the general public.

#### **FRENCH LANGUAGE SERVICES**

MTR 2

77 Bloor St. W., 7th Flr.

Toronto M7A 2R9

416-963-2214

The French Language Services Coordinator is responsible for the Ministry's implementation of the government's policy on French Language Services to the Franco-Ontarian Community.

### **SERVICES EN FRANÇAIS**

Le coordonnateur des services en français du ministère est responsable de la mise en oeuvre de la politique du gouvernement en matière de services en français à la communauté franco-Ontarienne.

### **PLANNING AND ADMINISTRATION DIVISION**

#### **PLANNING AND ADMINISTRATION DIVISION**

MTR 3

77 Bloor St. W., 7th Flr.

Toronto M7A 2R9

416-963-3952

The Division provides advice and support to the Ministry and its agencies in the areas of planning, human resource management, finance, information technology, freedom of information, employment equity and administration.



**AUDIT SERVICES BRANCH**

**MTR 4**

77 Bloor St. W., 14th Flr.  
Toronto M7A 2R9  
416-965-3414

The Audit Services Branch carries out independent reviews and appraisals of all Ministry activities, and reports to management on the adequacy of internal financial and management controls.

**FINANCE AND ADMINISTRATION BRANCH**

**MTR 5**

77 Bloor St. W., 14th Flr.  
Toronto M7A 2R9  
416-963-2331 (Program Analysis)  
416-963-0791 (Financial Coordination)  
416-963-3153 (Corporate Administration)  
FAX 416-963-2699

The Finance and Administration Branch performs the functions of financial coordination, program analysis and corporate administration for the Ministry's program areas and designated agencies. The branch is responsible for developing and maintaining effective financial and administrative policies and procedures to ensure the efficient utilization of the Ministry's financial resources.

**HUMAN RESOURCES BRANCH**

**MTR 6**

77 Bloor St. W., 14th Flr.  
Toronto M7A 2R9  
416-963-3593

The branch provides a consulting service to Ministry management and staff in recruitment, job evaluation, compensation, employee relations, benefits administration, youth employment program coordination, training and development, human resources planning, and general employee counselling. A central payroll service and attendance administration service is also provided to the Ministry.

**INFORMATION TECHNOLOGY SERVICES  
BRANCH**

**MTR 7**

101 Bloor St. W., 6th Flr.  
Toronto M5S 1P7  
416-963-3497  
FAX 416-963-1460

The Information Technology Services Branch is responsible for providing the Ministry's program and administrative areas with information technology and computer systems and services to meet business goals and objectives. This is accomplished through the following activities and services: Strategic Information Technology Planning, involving development of a strategic information plan, technology architecture, and implementation strategies; Information Consulting, comprising identification of opportunities and provision of business analyses to implement information technology, as well as technical support of technology users; Systems Development and Office Automation Support, including development and maintenance of corporate information systems, and support for implementing office systems and technology; and Technology training, consisting of technology transfer education, training programs and seminars for Ministry staff.

**EMPLOYMENT EQUITY OFFICE**

MTR 8

77 Bloor St. W., 14th Flr.  
 Toronto M7A 2R9  
 416-963-2455

The Employment Equity Office develops strategies, coordinates implementation, and assists in evaluation of the Ministry's Employment Equity Program.

**FREEDOM OF INFORMATION OFFICE**

MTR 9

77 Bloor St. W., 14th Flr.  
 Toronto M7A 2R9  
 416-963-3531/3155

The Freedom of Information Office (FOI) administers the Freedom of Information and Protection of Privacy Act within the Ministry of Tourism and Recreation and Schedule I Agencies.

Requests for assistance from the public or government employees in locating certain records or processing requests is available from either the FOI Office or the Ministry's FOI Reading Room, located in the resource centre on the 9th Floor, 77 Bloor St. West, Toronto.

To identify information and records held by the institution, both locations provide FOI brochures and request forms, the Directory of Personal Information Banks, the Directory of General Records, the Ministry's FOI Annual report to the Commissioner, and selected Ministry Manuals.

**ASSISTANT DEPUTY MINISTER - RECREATION****SPORTS AND FITNESS BRANCH**

MTR 10

77 Bloor St. W., 8th Flr.  
 Toronto M7A 2R9  
 416-965-3124

Through **publications** and the media, the branch promotes participation in **sports** and **fitness** for individual enjoyment. The Development Section (965-4591) provides administrative and consultative services, as well as **grants** to provincial sport organizations. The Games and Technical Services Section (965-3720) administers limited **financial assistance** under the **Ontario Best Ever Program**, and improves **leadership** calibre in amateur sport through training courses for coaches. The Games Program promotes competition in multi-sport games, such as regional and provincial **Summer** and **Winter games** for the able-bodied and the **disabled**. The Fitness Section (965-6311) administers the **Fitness Ontario Leadership Program**, and provides a consultative service in fitness for employees in the workplace, and fitness for children and older adults. Research and information brochures related to a variety of physical fitness topics are available to fitness administrators and the general public.

The Community and Safety Initiatives Section (965-6546) supports community sport development and safety measures to ensure a safer sports and fitness environment. **Sports Awards Programs** honour accomplishments of **athletes** and citizens in amateur sports. The **Ontario Sports Travelcade** takes sports and fitness resources throughout Ontario to help raise the level of expertise of athletes and coaches. The **Safety Program** addresses safety

issues by coordinating safety and injury prevention programs for sports and fitness participants.

The **Ontario Sports Centre** (495-4000), a private organization which provides administrative services for provincial sport organizations, is funded by this Ministry. Information on all of the above services is also available from Ministry field offices listed under the Tourism and Recreation Operations Division entry.

#### RECREATION BRANCH

MTR 11

77 Bloor St. W., 8th Flr.  
Toronto M7A 2R9

Recreation Services (965-5665) provides consultative and support services, and advises on grants to assist community, regional, and provincial recreation agencies and organizations. It develops recreation resources for **older adults, youth, disabled persons, recreation research**, changing patterns of work and leisure, community recreation, organization development, and training of volunteer and paid staff.

Recreation Resources (965-2625) offers consultative and training services, and advises on **grants** to assist community, regional and provincial recreation agencies with planning, development, operation, marketing and management of recreation facilities; operation of non-profit **camps**; and **leadership** training at the **Ontario Camp Leadership Centre**.

#### BIG THUNDER NATIONAL SKI TRAINING CENTRE

MTR 12

428 East Victoria Ave.  
Thunder Bay P7C 1A5  
807-475-1673

Big Thunder National Ski Training Centre is owned and operated by **Thunder Bay Ski Jumps Limited**, an agency of the Ministry of Tourism and Recreation, and sanctioned by the International Ski Federation to hold World Cup Ski Jumping events. The centre's 90 and 70 metre jumps are built to exact tolerances, and recognized world-wide for their quality and safe design. Junior jumpers train and compete on smaller hills (10m to 50m) designed especially for their development and safety. The jumps, slopes, 22 kilometres of trails and 1000m luge track (Naturbahn) are used as a national and provincial training site for Cross Country, Nordic-Combined, Free-style and Alpine skiing, as well as Ski Jumping, Biathlon and Luge.

#### ASSISTANT DEPUTY MINISTER - TOURISM

##### TOURISM DEVELOPMENT BRANCH

MTR 13

77 Bloor St. W., 10th Flr.  
Toronto M7A 2R9  
416-965-4255

The branch contributes to the development and improvement of **tourism** by offering assistance to existing and potential tourist facilities operators and investors. Activities include: technical and **business** counselling for investors and entrepreneurs; provision of information on **financial assistance**, through the Ontario Development Corporations; compilation of planning and management **manuals** (e.g., operation of ski and other resorts, camps, marinas), and preparation and promotion of **research** and area planning studies (965-7846) to identify potential **investment** and development opportunities for the private



sector. Branch services are delivered from Queen's Park and the Ministry's field offices, listed under the Tourism and Recreation Operations Division entry.

#### TOURISM MARKETING BRANCH

MTR 14

77 Bloor St. W., 9th Flr.

Toronto M7A 2R9

416-965-5764

The branch promotes **tourism**, and use of Ontario's facilities for sales meetings and **conventions**. Tourism marketing, geared to the individual tourist and the travel trade, is conducted in domestic and international markets. Activities include mass **advertising** and promotion in the media; preparation of tourism publications; programs to expand sales of Ontario tours, packages and facilities by travel agents and operators; **travel** counselling; special promotions; on-going counsellor training and distribution of travel **films** produced by the Ministry. The Tourism Research Section (965-5725) maintains a tourism data base and related **information service** for the industry, and provides tourism **research** to support and direct Ministry activities. For conventions and sales meetings, call 416-965-4354; for travel trade information, agents and operators can call 416-965-9991 or toll free 1-800-268-3735. The branch also administers the Tourism Awareness and **Hospitality Training** Program for people in the tourism industry. For information, call the Hospitality Hotline (collect) at 963-3406.

#### TOURISM MARKETING BRANCH ONTARIO TRAVEL INFORMATION

MTR 15

77 Bloor St. W.

Toronto M7A 2R9

416-965-4008 (English inquiries)

If long distance from other area codes  
in Canada and continental U.S.A.

(except Yukon, N.W.T. and Alaska), dial  
1-800-268-3735

416-965-3448 (French inquiries)

If long distance from other area codes  
in Canada (except Yukon and N.W.T.), dial

1-800-268-3736

Telex 0623454

Ontario Travel Information offers Ontario **travel** counselling to the public; supplies information and publications on tourist attractions, **accommodations**, **campgrounds**, **parks** (including **hiking** trails, **canoe** outfitters), events, **festivals**, **exhibitions**, package **tours**, **hunting**, **fishing**, **boating** and **skiing**; distributes road and tourist **maps**; and reports on up-to-date ski and winter **road** conditions, campground vacancies and areas where autumn scenery can be enjoyed.

Twenty-four hour seasonally recorded reports are available by calling 963-2992 for alpine skiing, spring blossoms, campground vacancies and fall colours, or 963-2911 for cross-country skiing. The branch operates thirteen travel information centres year-round. Seven seasonal travel centres are open from mid-May to Labour Day and 18 centres, in **service centres** along Highway 401, are open June 15 to Labour Day. The travel centres are listed below.

**OPEN ALL YEAR**

Hwy. 400 Northbound  
south of Barrie  
**Barrie**

Brookdale Ave. at  
Seaway International Bridge  
**Cornwall**  
(currency exchange)

100 Goderich St.  
near Peace Bridge  
**Fort Erie**  
(currency exchange)

400 Central Ave.  
**Fort Frances**  
(currency exchange)

Hwy. 417  
**Hawkesbury East**

Hwy. 401 & Hwy. 2  
east of Lancaster  
**Lancaster**

5355 Stanley Ave.  
west on Hwy 420  
from Rainbow Bridge  
**Niagara Falls**  
(currency exchange)

At foot of Blue Water Bridge  
**Sarnia**

QEW Westbound  
at Garden City Skyway  
**St. Catharines**  
(currency exchange)

120 Huron St. at  
International Bridge  
**Sault Ste. Marie**  
(currency exchange)

Toronto Eaton Centre  
220 Yonge St., Level One  
**Toronto**

110 Park St. E.  
at Windsor-Detroit tunnel  
and  
1235 Huron Church Rd.  
east of Ambassador Bridge  
**Windsor**  
(currency exchange)

**OPEN MID-MAY TO LABOUR DAY**

Highway 137 at 1000 Islands  
Bridge  
**Hill Island**  
(currency exchange)

Highway 17, west of Kenora  
**Kenora**

Canada's Wonderland  
Hwy. 400  
**Maple**

International Bridge Exit  
**Pigeon River**

Prescott-Ogdensburg Bridge  
**Prescott**

International Bridge Exit  
**Rainy River**

Ontario Place  
Main gate (across from  
Exhibition Stadium)  
**Toronto**

**HURONIA HISTORICAL PARKS**

MTR 16

P.O. Box 160  
 Midland L4R 4K8  
 705-526-7838

The Ministry operates and maintains **historic sites** at Midland (Sainte-Marie among the Hurons) and at Penetanguishene (**Historic Naval and Military Establishments**). A resource **library** at Sainte-Marie, open to the public year-round on weekdays, provides information about the two historic sites.

**Sainte-Marie among the Hurons** (1639 - 1649) is a reconstruction of the 17th century headquarters of the French Jesuit mission to the Huron people. The first European community in Ontario, Sainte-Marie was home to 6 of the 8 North American Jesuit martyrs. From Victoria Day weekend to Thanksgiving, costumed and uniformed interpreters recreate both **French** and **Native** lifestyles. Specially designed education programs operate all year round. There is a cafe, multi-media museum, gift shop and picnic area, with access for the handicapped and a wheelchair, if needed. French language service is also available.

The Historic Naval and Military Establishments represent the period from 1817 to 1856 when the Royal Navy and the British Army maintained a **naval** dockyard and **military** garrison at this strategic defense station on Georgian Bay. At the site, there are guided tours, costumed interpretation, historical dramas, numerous reconstructed buildings, the original Officers' Quarters, two large bateaux, the 50-ft. **Schooner 'Bee'**, gift shop, refreshment stand, free docking and parking facilities. The Establishments (P.O. Box 1800, Penetanguishene L0K 1P0, telephone 705-649-8064) are open to the public from Victoria Day weekend to Labour Day. French language service is available.

**HURONIA HISTORICAL ADVISORY COUNCIL**

MTR 17

c/o Huronia Historical Parks  
 P.O. Box 160  
 Midland L4R 4K8  
 705-526-7838

Established in 1964, the Huronia Historical Advisory Council is a ten-person board composed of francophone and anglophone Ontarians with different backgrounds but a common interest in preserving our cultural heritage. The Council advises the Minister of Tourism and Recreation on policy matters, specifically concerning Sainte-Marie among the Hurons and the Historic Naval and Military Establishments, and generally relating to the cultural heritage of 'Old Huronia' and the enhancement of established and developing historical sites.

**OLD FORT WILLIAM**

MTR 18

Vickers Heights P.O.  
 Thunder Bay P0T 2Z0  
 807-577-8461  
 TTY 807-475-4481

Old Fort William is a reconstruction of the original Fort William, which operated as the inland headquarters and base for western exploration by the North West Company. From



1801 until 1821 when the company merged with the Hudson's Bay Company, Fort William enabled the Nor'Westers to move **furs** and trade goods across the continent in one season, thus securing much of the trade. Up to 1,000 fur traders would converge on the fort each summer for the hectic labors, business meetings and celebrations of the Great Rendezvous.

Today, over 100 costumed and uniformed staff bring Old Fort William to life. The Fort operates year-round, and offers hands-on programming designed to meet the needs of recreational and educational visitors. A resource **library** and public relations office are open weekdays, throughout the year, to provide information and publications about the **historic site**. Facilities include an historic canteen, gift shop and picnic area, with access for disabled persons.

#### OLD FORT WILLIAM ADVISORY COMMITTEE

MTR 19

c/o Old Fort William  
Vickers Heights P.O.  
Thunder Bay P0T 2Z0  
807-577-8461

The Old Fort William Advisory Committee is a ten person board which advises the Minister of Tourism and Recreation on general policy concerning the Fort's capital development and program expansion. The Committee also works to build community awareness and understanding of Ontario's **fur** trade heritage.

#### TOURISM AND RECREATION OPERATIONS DIVISION

##### TOURISM AND RECREATION OPERATIONS DIVISION

MTR 20

77 Bloor St. W., 7th Flr.  
Toronto M7A 2R9  
416-965-3475

The Tourism and Recreation Operations Division provides development and consulting services to tourism and recreation clients to stimulate productivity, employment and recreational opportunities in the Province of Ontario.

The division promotes the **tourism industry** by offering management and development consulting services to tourist operators and investors; delivering government **financial assistance** programs; advising and assisting **municipalities** to develop tourism strategies and programs; administering the **Ontario Travel Association Program**; and issuing licences to **tourist accommodation establishments** not licenced by the Liquor Licence Board.

The division provides professional consulting services to regional and **community** recreation clients to facilitate development of fiscal and organizational areas, **leadership**, programs and facilities. It ensures access to information about Ministry **recreation**, **sports** and **fitness** programs, and channels Ministry resources to municipalities, community organizations and interest groups in Ontario.

The division also delivers **lottery** funded recreation **grant** programs.

For further information, contact the nearest Ministry field office listed below.

**CENTRAL ONTARIO**

*Tourism and Recreation Regional Office*  
 700 Bay St., 8th Flr.  
**Toronto M5G 1Z6**  
 416-965-0283 (Recreation Consultants)  
 416-965-9940 (Tourism Consultants)  
 collect calls accepted

*Tourism & Recreation Office*  
 34 Simcoe St., 2nd Flr.  
**Barrie L4M 4Y5**  
 705-737-3301  
 If long distance dial  
 1-800-461-4499

*Tourism & Recreation Office*  
 119 King St. W., 8th Flr.  
 Box 2112  
**Hamilton L8N 3Z9**  
 416-521-7244  
 If long distance ask  
 operator for Zenith 81610

*Tourism & Recreation Office*  
 114 Main St. E.  
**Huntsville P0A 1K0**  
 705-789-4448  
 If long distance ask  
 operator for Zenith 25930

*Tourism and Recreation Office*  
 15 Church St., 4th Flr.  
**St. Catharines L2R 3B5**  
 416-684-2345  
 If long distance dial  
 1-800-263-2441

**EASTERN ONTARIO**

*Tourism and Recreation*  
 Regional and Field Office  
 10 Rideau St., 4th Flr.  
**Ottawa K1N 9J1**  
 613-566-3721/5  
 If long distance dial  
 1-800-267-9340  
 1-800-267-8889

*Tourism and Recreation Office*  
 2211 Parkedale Ave.  
**Brockville K6V 6B2**  
 613-342-5522  
 If long distance dial  
 1-800-267-8138

*Tourism and Recreation Office*  
 1055 Princess St., Ste. 304  
**Kingston K7L 5T3**  
 613-545-4350  
 If long distance dial  
 1-800-267-0225

*Tourism and Recreation Office*  
 305 Stewart St.  
**Peterborough K9J 3N2**  
 705-748-3711  
 If long distance dial  
 1-800-461-7629

**SOUTHWEST ONTARIO**

*Tourism and Recreation*  
 Regional and District Office  
 255 Dufferin Ave., Ste. 601  
**London N6A 5K6**  
 519-679-7156  
 If long distance dial  
 1-800-265-4730

*Recreation Office*  
 427-10th St., 2nd Flr.  
**Hanover N4N 1P8**  
 519-364-1626  
 If long distance dial  
 1-800-265-5520

*Tourism and Recreation Office*  
 Corporation Square, 4th Flr.  
 30 Duke St. W.  
**Kitchener N2H 3W5**  
 519-578-3600  
 If long distance dial  
 1-800-265-6361

*Tourism Office*

1131 Second Ave. E., Ste. 107

Nor-Towne Plaza

**Owen Sound N4K 2J1**

519-376-3875

collect calls accepted

*Tourism and Recreation Office*

250 Windsor Ave., 6th Flr.

**Windsor N9A 6V9**

519-256-4919

If long distance dial

1-800-265-1330

**NORTHEAST ONTARIO**

*Tourism and Recreation Regional Office*

Ontario Government Bldg.

199 Larch St., 4th Flr.

**Sudbury P3E 5P9**

705-675-4346

If long distance dial

1-800-461-4004

*Tourism and Recreation Office*

147 McIntyre St. W., 2nd Flr.

**North Bay P1B 2Y5**

705-474-3821 Recreation

705-472-0702 Tourism

If long distance dial

1-800-461-9563 Recreation

1-800-461-1569 Tourism

*Recreation Office*

390 Bay St., 3rd Flr.

**Sault Ste Marie P6A 1X2**

705-942-3751

If long distance dial

1-800-461-2409

*Tourism Office*

120 Huron St.

**Sault Ste Marie P6A 1P8**

705-253-1103

If long distance ask

operator for Zenith 59130

*Tourism and Recreation Office*

22 Wilcox St., 2nd Flr.

**Timmins P4N 3K6**

705-267-7117

If long distance ask

operator for Zenith 81610

**NORTHWEST ONTARIO**

*Tourism and Recreation*

*Regional and District Office*

Ontario Government Bldg.

435 S. James St.

P. O. Box 5000

**Thunder Bay P7C 5G6**

807-475-1325

If long distance dial

1-800-465-5018

*Tourism and Recreation Office*

Ontario Government Bldg.

479 Government Rd.

P. O. Box 3000

**Dryden P8N 3B3**

807-223-2271

*Tourism and Recreation Office*

616 Mowat Ave.

P. O. Box 815

**Fort Frances P9A 1Z3**

807-274-3259

*Tourism and Recreation Office*

808 Robertson St.

**Kenora P9N 3X9**

807-468-6481

If long distance in area code 807 dial

1-800-465-1108



## AGENCIES, ATTRACTIONS, COMMISSIONS

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Agencies and Commissions of the Ministry of Tourism and Recreation are listed below.

### METRO TORONTO CONVENTION CENTRE CORPORATION

MTR 21

255 Front St. W.  
Toronto M5V 2W6  
416-585-8000  
Telex: 06-217584  
FAX 416-585-8224

The Metro Toronto Convention Centre Corporation is a Schedule II agency of the Ministry of Tourism and Recreation. Since opening in October 1984, the Centre has earned a reputation as a world-class facility hosting over two million visitors a year.

Consisting of a 200,000 sq. ft. column-free **exhibit hall**, 28,000 sq. ft. ballroom, 1,350 seat **theatre**, 40 meeting rooms, professional food preparation facilities and a 1,200 space parking garage, the Centre accommodates small meetings for under 100 people to **conventions** of 15,000 and consumer shows attracting over 200,000 people. The Convention Centre's consistent and outstanding quality in food and service is unsurpassed in North America.

### NIAGARA PARKS COMMISSION

MTR 22

Administration Bldg.  
Box 150, 7400 Portage Rd. S.  
Niagara Falls L2E 6T2  
416-356-2241  
FAX 416-354-6041

The Niagara Parks Commission operates a 56 kilometre parkway along the Niagara River from Lake Erie to Lake Ontario. There are **recreation** areas, scenic attractions, a **campground**, a marina, restaurants, gift shops, **historic sites**, golf courses and a **horticultural** school.

### ONTARIO LOTTERY CORPORATION

MTR 23

2 Bloor St. W.  
Toronto M4W 3H8  
416-961-6262

Operating under the Ontario Lottery Corporation Act, the Ontario Lottery Corporation manages **Wintario**, **Lottario**, **Instant**, **Provincial**, **Super Lotto** and **Lotto 6/49**. A weekly advertisement of all **lottery** winning numbers may be found in most daily newspapers each Monday. Wintario and Lotto 6/49 advertisements also appear each Friday. Lists of winning numbers for one year are posted at retail outlets. Recorded messages of current winning numbers are available at 870-9170 (Wintario), 870-9122 (Lottario), 870-9161 (Provincial), 870-9135 (Super Lotto) and 870-9134 (Lotto 6/49). Proceeds from all games are turned over to the Government of Ontario. Fact sheets on all games, annual reports and winners handbooks are available to the public.

## ONTARIO PLACE CORPORATION

MTR 24

955 Lakeshore Blvd. W.

Toronto M6K 3B9

416-965-7711

FAX 416-598-0056

Ontario Place Corporation operates a 96 acre cultural, entertainment and **recreation** complex on three man-made islands on Lake Ontario in Toronto. The complex includes **exhibition** pavilions; the Forum, a 10,000 seat outdoor amphitheatre; **theatres**; the giant screen IMAX cinesphere; live entertainment; the waterfall showplace; restaurants; snack bars; boutiques; a **marina**; pedal boats; bumper boats; boat tours; the Wilderness Adventure Ride; the Canadian destroyer **HMCS Haida**; land ride; mini-golf; picnic areas; a theme pavilion 'Ontario North Now'; and a children's village with a water play area and play apparatus, including a 370 ft. four-flumed waterslide. Ontario Place arranges banquets and receptions year-round, and operates a winter **film** festival. The complex is open daily from mid-May to mid-September (10:00am to 1:00am from Monday through Saturday; 10:00am to 11:00pm on Sunday).

## OTTAWA CONGRESS CENTRE

MTR 25

5 Colonel By Drive

Ottawa, K1N 9J2

613-563-1984

Fax 613-563-7646

The Ottawa Congress Centre, a Schedule II Agency of the Ministry of Tourism and Recreation, forms part of the Rideau Centre shopping complex located in Ottawa's most popular tourist area.

The Centre's main Congress Hall, a free-span space with a 26 - foot ceiling, accommodates up to 5,000 delegates in plenary session and 3,500 dining. The lower Capital Hall level can be arranged into several break-off rooms for groups of 50 or more. In all meeting rooms and the reception area, three different types of simultaneous **translation** systems provide service for bilingual, multilingual and top security conferences. Meeting rooms are also equipped for video projection and multi-image slide presentations. Permanent projection booths may be used for front projections directly on to permanently mounted screens.

In addition to **conventions** and meetings, the Ottawa Congress Centre accommodates major trade shows, consumer shows, banquets and entertainment events. The Centre has a full range of **catering facilities** and services.

## ST. CLAIR PARKWAY COMMISSION

MTR 26

P.O. Box 700

Corunna N0N 1G0

519-862-2291

The St. Clair Parkway Commission is responsible for a program of **parks** and **recreation** development sponsored jointly by the Province of Ontario, County of Lambton, County of Kent, City of Chatham, and City of Sarnia. Focusing on the area along the St. Clair River, from Point Edward on Lake Huron to Mitchell's Bay on Lake St. Clair, the Commission has established seaway observation parks, picnic areas, campgrounds, marinas, restaurants, and a golf course.

ST. LAWRENCE PARKS COMMISSION  
 P.O. Box 740  
 Morrisburg K0C 1X0  
 613-543-2951  
 810-537-2200 from within Queen's Park  
 Fax 613-543-2847

MTR 27

The St. Lawrence Parks Commission operates and maintains **parks**, a **marina**, a **golf course**, **campgrounds** and **historic sites** from the Ontario-Quebec border to 51 km west of Kingston. Historic sites include **Old Fort Henry** at Kingston, **Fairfield House** in Fairfield Historical Park at Amherstview, and **Upper Canada Village**, 11 km east of Morrisburg. A **maple sugar** bush is located in Crysler Park, and a riding stable and summer theatre operate on Commission lands. Skating and horse drawn sleigh rides are offered at Upper Canada Village. The Commission also maintains a migratory **bird sanctuary**, paved air strip, nature trails, Pioneer and Loyalist Memorials, and winter **recreation** facilities for cross country skiing, ice fishing, snowmobiling, tobogganing and snowshoeing. The summer operating season is May 15 to October 15.

THE TRILLIUM FOUNDATION  
 15 Prince Arthur Ave.  
 Toronto M5R 1B2  
 416-961-0194  
 Toll Free:1-800-263-2887

MTR 28

The Trillium Foundation, a Schedule III agency, was founded in 1982 as an innovative approach to providing voluntary social service organizations with access to **lottery** revenues. Run by an independent voluntary Board of Directors, the Foundation receives \$17 million a year from the proceeds of interprovincial lottery games operated by the Ontario Lottery Corporation.

The Foundation offers time-limited **grants** for specific projects, or unfunded portions of ongoing programs, to organizations providing direct social services in Northern Ontario or across the province.

## ACTS

ACTS MTR 29

The Minister of Tourism and Recreation is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's communications branch.

Community Recreation Centres Act  
 Historical Parks Act  
 Ministry of Tourism & Recreation Act, 1982  
 Niagara Parks Act  
 Ontario Lottery Corporation Act  
 Ontario Place Corporation Act  
 St. Clair Parkway Commission Act  
 St. Lawrence Parks Commission Act  
 Tourism Act



## MINISTRY OF TRANSPORTATION

1201 Wilson Ave.

Downsview M3M 1J8

Established in 1916 under Section 4, Chapter 17, 5 Geo. V., the Department of Public Works and Highways was re-named the Department of Highways in 1931. In 1957, driver and vehicle functions became the responsibility of the newly created Department of Transport. In 1971, the two departments were amalgamated into the Ministry of Transportation and Communications, which became the Ministry of Transportation in 1987.

The Ministry operates Ontario's highway system by performing design, construction and maintenance, and provides subsidies to municipalities for road construction and maintenance. The Ministry is also responsible for driver licensing and all aspects of motor vehicle licensing and safety.

### DEPUTY MINISTER'S OFFICE

#### PUBLIC AND SAFETY INFORMATION BRANCH

MTO 1

1201 Wilson Ave., West Tower

Downsview M3M 1J8

416-235-2771

The Public and Safety Information Branch originates and coordinates programs and projects stressing **safety** in the operation of cars and commercial **vehicles, motorcycles, mopeds, bicycles, snowmobiles** and **school buses**. Activities include developing and distributing school safety materials and **seat belt** information; providing safety **films** and **road** bulletins; and operating a telephone reporting service on the condition of roads and **highways** in Ontario (English 235-1110 and French 235-3941). For information, contact the Ministry's regional or district offices listed under the Operations, Regional entry.

The branch also establishes communications policy for the Ministry, advises branches on communications problems, and provides communications support to the Minister and Deputy Minister. Informing the public, client groups and the media about the Ministry's activities; liaising with the media; answering public inquiries; and producing and distributing audio-visual materials are branch responsibilities. **Deaf** or hearing handicapped persons who have access to the teletype (TTY) network device can call 235-4902.

#### STRATEGIC POLICY SECRETARIAT

MTO 2

1201 Wilson Ave., East Bldg.

Downsview M3M 1J8

416-235-4434

The Strategic Policy Secretariat is comprised of three offices. The Policy Coordination Office supports the Office of the Deputy Minister, as well as senior management and program committees, in developing and implementing the strategic planning process and providing external liaison, especially with central government agencies.

The Outlooks Office monitors the external environment, and provides the Ministry with information and analysis through medium and long-term future studies on social, **economic**, institutional and **technological** developments in relation to **transportation**. Emerging issues which may be of significant interest to the Ministry's Strategic Policy Committee are also identified.

The External Relations Office coordinates **intergovernmental** relationships between Ontario and other provinces, neighbouring states and the federal government in the field of transportation. The office also monitors activities, new programs and legislation of the federal and provincial governments for the information of senior management, and assesses the possible impact on the Ministry.

#### INTERNAL AUDIT BRANCH

MTO 3

1201 Wilson Ave., 7th Flr. West Tower

Downsview M3M 1J8

416-235-4330

The Internal Audit Branch performs audit functions for this Ministry, including comprehensive review and appraisal of accounting, financial and operational controls. The branch also audits the Ministry's electronic data processing systems.

#### OFFICE OF LEGAL SERVICES

MTO 4

1201 Wilson Ave., East Bldg.

Downsview M3M 1J8

416-235-4408

This office provides the Ministry with legal services, including advice on **driver** and **vehicle** matters (235-4408). Counselling the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents is the office's responsibility. It also supplies general legal services such as preparing litigation, settling claims, acting at court hearings, etc.. The office is responsible to the Attorney General's Office.

Solicitors are located in Toronto and a Regional office in Kingston (613-545-4720). The Claims Section (235-4423) handles **insurance** claims against the Crown for injuries and property damage arising from **accidents** on provincial highways or involving government vehicles, as well as claims by the Crown for damage to **highway** property or government vehicles, excluding OPP vehicles.

#### HIGHWAY OPERATIONS AND MAINTENANCE DIVISION

##### HIGHWAY OPERATIONS AND MAINTENANCE DIVISION

MTO 5

1201 Wilson Ave., Central Bldg., Rm 234

Downsview M3M 1J8

416-235-3810

This division is responsible, in the area of highway operations, for the development of policies, procedures and systems; conformity of program delivery processes; maintenance planning and budgeting; assessment of operational efficiency; and identification of needs for change and improvement. Professional expertise and program delivery support in maintenance methods/technology and electrical, traffic management and equipment engineering are also provided.

TRANSPORTATION CORRIDOR MANAGEMENT  
OFFICE

MTO 6

1201 Wilson Ave., Central Bldg., Rm. 226  
Downsview M3M 1J8  
416-235-3826

The Transportation Corridor Management Office coordinates the review of development proposals (e.g. plans of **subdivisions**, **official plans** and **zoning** by-laws) which may affect provincial **transportation** proposals (e.g. provincial **highways**, future **transit** routes, etc.). The office develops policies and procedures for the transportation corridor program on access policies, right-of-way protection, and **permits** for **advertising** signs, utilities, entrances and buildings. Advice is given to other government agencies, municipalities, developers and the public. Program administration is shared by district and regional offices (see this Ministry's Operations, Regional entry).

## EQUIPMENT ENGINEERING OFFICE

MTO 7

1201 Wilson Ave., Central Bldg.  
Downsview M3M 1J8  
416-235-3669

The Equipment Engineering Office develops specifications, policies and procedures for the purchase, repair and maintenance of the Ministry's **vehicles** and equipment. The office also evaluates **tenders** and trains Ministry **garage** staff.

TRAFFIC MANAGEMENT AND ENGINEERING  
OFFICE

MTO 8

1201 Wilson Ave., Central Bldg., Rm. 236  
Downsview M3M 1J8  
416-235-3784

The Traffic Management and Engineering Office develops and implements policies, standards and procedures for **traffic** control devices (traffic signs and signals), illumination, **speed limits**, **electrical** design, electrical maintenance, etc., on provincial **highways**. The office also maintains an **accident** information file; develops traffic control techniques and devices; assists in **municipal** studies and improvements; and implements **Freeway Traffic Management Systems** on Hwy 401, Q.E.W., and the Ottawa Queensway. Operational activities of the above functions are carried out by the regional offices (see this Ministry's Operations, Regional entry).

## MAINTENANCE BRANCH

MTO 9

1201 Wilson Ave., Central Bldg., Rm. 234  
Downsview M3M 1J8  
416-235-3810

The Maintenance Branch's policies, standards and procedures cover **highway** maintenance operations, including highway landscaping, and other services to the region and district offices. The branch provides support to senior highway program management in the allocation and control of budgets, and manages the maintenance management information system.



## ASSISTANT DEPUTY MINISTER - FINANCE AND ADMINISTRATION

MTO 10

FINANCIAL PLANNING AND ADMINISTRATION  
BRANCH

1201 Wilson Ave., 6th Flr., West Tower  
Downsview M3M 1J8  
416-235-4224

The Financial Planning and Administration Branch provides the Ministry with financial direction, planning, management and accounting services and financial liaison with Management Board of Cabinet, the Provincial Auditor, and other Ontario Government ministries and agencies. The branch is organized into four main function areas: general accounting including payroll, accounts payable and expense account services; financial systems development, maintenance, and control; budgetary planning, evaluation, development, control and analysis; prequalification of contractors for bidding on government contracts.

## COMPUTER SYSTEMS BRANCH

MTO 11

1201 Wilson Ave., 2nd Flr., West Tower  
Downsview M3M 1J8  
416-235-3933 General Information  
416-235-4380 Client Support

The Computer Systems Branch is involved in the development and maintenance of Ministry automated applications. Specialists develop and support computer-related management, regulatory and transportation/engineering applications. Data processing standards, procedures and policies are evolved and maintained, and a client support service for mainframe and micro hardware and software end users is available.

Other services include graphic production, data conversion, hardware and software acquisition support, distributed data communication network support, corporate information technology planning support, product evaluation and testing, and data security coordination and administration.

## TRANSPORTATION CAPITAL BRANCH

MTO 12

1201 Wilson Ave., 4th Flr., West Tower  
Downsview M3M 1J8  
416-235-4154

This branch is responsible for the effective management of all highway capital investment resources. It also manages program planning, priority setting, scheduling and expenditure control for the **Provincial Highways Program**.

The Highway Program Planning Office develops program strategies, policies, objectives and long-range plans. It develops and maintains planning information, carries out system planning studies for provincial **highways**, and applies priority planning techniques for proposed highway improvements.

The Highway Program Administration Office's function is administrative and financial coordinating within the Provincial Highways Program, including establishment of budgets and control of annual expenditures. The office also prepares and maintains multi-year highway **construction** plans, and is responsible for staging, award schedules and expenditure control of all provincial highway improvement initiatives.

**HUMAN RESOURCES BRANCH**  
 1201 Wilson Ave., 1st Flr., West Tower  
 Downsview M3M 1J8  
 416-235-3841

MTO 13

The Human Resources Branch performs personnel functions for the Ministry and works in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. Branch activities include establishing personnel policies and procedures and appropriate classification and compensation levels for Ministry employees; designing, implementing and managing a human resource planning process; developing programs to encourage the practice of good health and safety habits in the work place; and administering Workers' Compensation Board claims. The branch is also responsible for staff recruitment, including management trainees; programs for staff relations incorporating all aspects of the grievance procedure and contract administration; staff development and training; and all matters affecting working conditions and performance. Personnel, payroll and employee benefit records are maintained, and liaison is provided between the Ministry and the Human Resources Secretariat, the Management Board of Cabinet, and the Ontario Public Service Employees Union (OPSEU).

#### **DEPUTY MINISTERS' OFFICE**

**EMPLOYMENT EQUITY PROGRAM**  
 1201 Wilson Ave., East Bldg.  
 Downsview M3M 1J8  
 416-235-4739

MTO 14

The Manager of the Employment Equity Program plans, develops and coordinates activities to improve the status of five designated groups, which include visible minorities, Francophones, Native people, people with disabilities and women, with the aim of ensuring equal opportunity for employment.

**SUPPLY AND SERVICES BRANCH**  
 1201 Wilson Ave., Central Bldg., Rm. 130  
 Downsview M3M 1J8  
 416-235-3782

MTO 15

The Administrative Services Office, under the Supply and Services Branch, has three main sections: Information Management (235-4354) deals with information and data resource management issues; Office Services (235-4827) provides a wide spectrum of facilities and services related to an integrated office environment; Graphic Services (235-4365) is a centralized graphics and publications planning, production and distribution facility, which also coordinates the production and distribution of Ministry **maps** and **manuals**, including Ontario road maps (235-4339).

The **Library** and Information Centre (1201 Wilson Ave., Central Bldg., 1st Flr., Downsview 235-4546) contains a comprehensive book and periodical collection on ground transportation and communications and selected materials in related fields. The Centre has been designated the **Ministry reading room** to provide public access to Ministry publications, statistics and some manuals and internal procedures.

The Service Centre and Food Services Section (235-3776) is responsible for the **service centres** on Highways 400 and 401. It also monitors **food services** within the Ministry.

The Purchasing, Sales and Distribution Office (235-3783) provides for procurement, sales and distribution via 5 sections: Ontario Vehicles and Fuels Purchasing (235-3765) which purchases all **vehicles**, **petroleum** products and tires for the Ontario Government; General Purchasing (235-3748); Tenders (235-3746); Central Stores (235-3477); and Regional Advisory and Disposal (235-3775) which disposes of all vehicles for the Ontario Government, as well as many other surplus and obsolete items.

The Ontario Government Fleet Administration Office provides coordination and direction for the effective management of the government's fleet (235-4898).

#### GOVERNMENT GARAGE

MTO 16

881 Bay St.  
Toronto M5S 1Z7  
416-965-2148

The Government Garage provides a complete chauffeuring and **garage** service to all government ministries.

#### OFFICE OF THE COORDINATOR OF FRENCH LANGUAGE SERVICES

MTO 17

1201 Wilson Ave., 7th Flr., West Tower  
Downsview M3M 1J8  
416-235-4547

The Office of the Coordinator of French Language Services coordinates and monitors the implementation plan to meet the Ministry's obligations under the French Language Services Act; advises the Deputy Minister on related issues; coordinates Ministry activities in developing services in French; liaises with francophone associations; and disseminates information about the availability of services in French. The office also coordinates translation services within the Ministry.

#### BUREAU DU COORDONNATEUR DES SERVICES EN FRANÇAIS

Le bureau du coordonnateur des services en français élabore et dirige des plans de mise en oeuvre en vue de remplir les obligations du ministère selon la Loi sur les services en français; conseille le sous-ministre sur les questions qui s'y rattachent; coordonne les activités des bureaux reliés au développement des services en français; maintient des liens avec les associations francophones; et distribue de l'information au sujet des services du ministère qui sont disponibles en français. Le bureau s'occupe également de la coordination des besoins de traduction du ministère.

#### ASSISTANT DEPUTY MINISTER - ENGINEERING AND CONSTRUCTION

##### ESTIMATING AND ENGINEERING CLAIMS OFFICE

MTO 18

1201 Wilson Ave., 6th Flr., West Tower  
Downsview M3M 1J8  
416-235-4287

The Estimating and Engineering Claims Office advises senior Ministry officials on the fair price for **highway construction** and maintenance contracts. Activities include giving an **economic** analysis of highway construction and related work; producing annual reports on



the costs of highway construction, structures and unit prices; and determining energy requirements, along with the quantities and unit value of manufactured and raw material incorporated into the work.

The office also assesses claims for additional costs submitted by contractors awarded Ministry engineering contracts, including all phases of highway construction and maintenance, construction of **bridges** and tunnels, and associated work.

#### PROPERTY OFFICE

MTO 19

1201 Wilson Ave., East Bldg., Rm. B-28A  
Downsview M3M 1J8  
416-235-4245

The Property Office is responsible for provincial policies and procedures in the areas of **property appraisal**, acquisition, **land** management and disposal. The office ensures monitoring processes are carried out to obtain good quality and uniform standards of performance; reviews selected regional land appraisals; coordinates technical training programs; administers overall property-related budgets; and prepares all **arbitration** cases proceeding before the **Ontario Municipal Board**. For information, contact the Property Section of the Engineering and Right-of-Way offices at regional offices listed under Operations, Regional.

#### HIGHWAY ENGINEERING DIVISION

##### HIGHWAY ENGINEERING DIVISION

MTO 20

1201 Wilson Ave., East Bldg.  
Downsview M3M 1J8  
416-235-4972

The Highway Engineering Division develops policies, design procedures and systems; conducts research; and offers advice for the infrastructure of the King's Highway System. The division also monitors the implementation and effectiveness of the processes and technologies used, and identifies needed improvements in consultation with the Ministry's regional offices and with industry.

##### ENGINEERING MATERIALS OFFICE

MTO 21

1201 Wilson Ave., Central Bldg., Rm. 313  
Downsview M3M 1J8  
416-235-3733

Through the Bituminous (235-3715), Concrete (235-3705), Chemicals (235-3726), and Soils and Aggregates (235-3735) Sections, the Engineering Materials Office provides quality standards, policies and guidelines for materials and analysis services in the **construction**, maintenance and operation of **highways**. **Laboratory** testing, technical evaluation and approval services are available for materials to be used in the design, construction, maintenance and operation of the transportation system, including highways and **bridges**.

The Foundation Design Section (235-3731) conducts field investigations; performs geotechnical engineering analysis; and produces foundation designs for the proper construction and maintenance of highways and bridges. The Engineering Materials Office publishes reports which are distributed within the Ministry and made available to others on request.

**ENVIRONMENTAL OFFICE**

MTO 22

1201 Wilson Ave., 2nd Flr., West Bldg.  
Downsview M3M 1J8  
416-235-3478

The Environmental Office develops policies, procedures, monitoring and training to ensure the Ministry's compliance with **environmental** legislation and regulations. Particular emphasis is placed on project planning under the **Environmental Assessment Act**, and **waste** management under the **Environmental Protection Act**. Environmental units are located in each of the Ministry's regional offices (see this Ministry's Operations, Regional entry).

**HIGHWAY DESIGN OFFICE**

MTO 23

1201 Wilson Ave., 2nd Flr., West Bldg.  
Downsview M3M 1J8  
416-235-3493

The Highway Design Office develops policies and procedures for preliminary and detail **design**, **drainage** and **hydrology** and new products. Responsibilities include determining the skid resistance of pavements; evaluating the roughness and riding quality of **highways**; and developing and maintaining standard specifications and drawings reflecting Ministry **construction** and maintenance requirements. The office develops, monitors and provides technical expertise on automation of highway design activities, which is carried out by a number of sections including Design Development, Design Evaluation and Pavement, Highway Standards, Drainage and Hydrology Development, and Design Automation.

**STRUCTURAL OFFICE**

MTO 24

3501 Dufferin St., 4th Flr.  
Downsview M3K 1N6  
416-235-4959

The Structural Office designs **bridges** and retaining walls on **highways**, and prepares plans and contract documents for their **construction** and rehabilitation. Activities include reviewing proposed designs of **municipal** bridges and culverts; evaluating the safe load carrying capacity of bridges; and recommending enactment of municipal load limit by-laws. The office generates and maintains structural standards, structural manuals and handbooks and design aids.

**SURVEYS AND PLANS OFFICE**

MTO 25

1201 Wilson Ave., East Bldg.  
Downsview M3M 1J8  
416-235-4258

The Surveys and Plans Office provides the Ministry with policy, guidelines and procedures for legal, engineering, control and aerial **surveys**, **remote sensing** and cartographic services. The office also produces photogrammetric plans, cartographic **maps**, and legal and engineering documents, and performs control survey data/services and surveying-related computer services.

Maps are available to the public through this Ministry's Information Management Section of the Supply and Services Branch (235-4339).

Information may be obtained, on an area basis, from the regional and district offices listed under this Ministry's Operations, Regional entry.

## RESEARCH AND DEVELOPMENT BRANCH

MTO 26

1201 Wilson Ave., Central Bldg.  
Downsview M3M 1J8  
416-235-4744

The branch conducts **research** and development to improve the physical and safety attributes of highways. Pavement research focuses on design procedures, performance, and **pavement management systems**. Research on **bridge** structures ensures adequate load-carrying capacity, safety, economy, durability and the development of a bridge design code. The branch researches materials, construction and the environment to improve the in-service performance and behaviour of materials, as well as the interaction of the highway facility with the immediate environment and the vehicle. Research is also conducted on traffic management systems, lighting and noise. A wide variety of technical **publications** (235-4703) are available.

RESEARCH AND DEVELOPMENT BRANCH  
PAVEMENT AND ROADWAY RESEARCH OFFICE

MTO 27

1201 Wilson Ave., Central Bldg.  
Downsview M3M 1J8  
416-235-4742

The Pavement and Roadway Research Office carries out research relating to the design, maintenance, protection and management of **highway** pavements. Some projects involve commercial **vehicle** weights, crack sealing, performance evaluation of pavements and maintenance techniques, and computer-based performance prediction methods, expert systems, and pavement management systems. Other areas include guiderail **design** and evaluation, illumination design and **noise** control.

RESEARCH AND DEVELOPMENT BRANCH  
MATERIALS RESEARCH OFFICE

MTO 28

1201 Wilson Ave., Central Bldg.  
Downsview M3M 1J8  
416-235-4740

The principal concern of the Materials Research Office is the deterioration of concrete structures. Technology has been developed for the construction of new bridges and the investigation and **rehabilitation** of corrosion-damaged **bridge** decks and substructure components.

Other areas of interest include the **environmental** effects of road salt, alternative de-icing **chemicals**, snow and ice control, pavement markings, asphalt cements, vegetation management, **geotextiles** and design of **drainage** systems.

RESEARCH AND DEVELOPMENT BRANCH  
STRUCTURAL RESEARCH OFFICE

MTO 29

1201 Wilson Ave., Central Bldg.  
Downsview M3M 1J8  
416-235-4741

The Structural Research Office maintains a program of **bridge** testing to ensure the viability and strength of Ontario's highway bridges. This office is also instrumental in the development of the **Ontario Highway Bridge Design Code** and new structural analysis and **design** techniques for different kinds of bridges, including timber and soil-steel bridges.



RESEARCH AND DEVELOPMENT BRANCH  
 TRAFFIC AND DECISION SYSTEMS OFFICE  
 1201 Wilson Ave., Central Bldg.  
 Downsview M3M 1J8  
 416-235-4743

MTO 30

The Traffic and Decision Systems Office conducts research in **traffic** systems for the safe and cost-effective movement of people, goods and services in the roadway transportation system. These traffic systems include traffic and fleet management, emergency evacuation, vehicle monitoring and control, road/weather information, and mobile information for vehicle navigation and route guidance. Emphasis is placed on the application of new technology, such as expert systems, intelligent control, real-time traffic simulation and optimization, **computer** graphics, etc.

RESEARCH AND DEVELOPMENT BRANCH  
 HIGHWAY INNOVATIONS AND  
 STRATEGIC RESEARCH OFFICE  
 1201 Wilson Ave., Central Bldg.  
 Downsview M3M 1J8  
 416-235-4679

MTO 31

The Highway Innovations and Strategic Research Office conducts research into strategic and economic program issues, and develops methods to improve the implementation of research findings into Ministry practice. Central to this is the integration of new products and engineering techniques. The office is developing a computer database of new product information and research activities, and monitoring the activities of the United States **Strategic Highway Research Program** (SHRP) and the Canadian equivalent (CSHRP). **Publications** include technical reports based on in-house research and funded projects.

#### ASSISTANT DEPUTY MINISTER PROVINCIAL/MUNICIPAL TRANSPORTATION

TRANSPORTATION INDUSTRY OFFICE  
 Central Bldg., Rm. 102  
 1201 Wilson Ave.  
 Downsview M3M 1J8  
 416-235-3745

MTO 32

The Transportation Industry Office provides a focus within the Ministry for initiatives related to **technological** and **industrial** development in Ontario. This function is realized by working with other ministries and levels of government to promote the development of **business** opportunities identified through the Ministry's wide-ranging **transportation**-related activities. The office also participates, with business and other government agencies, in the aggressive marketing of Ontario's transportation products, services and expertise in the international marketplace.

## PROVINCIAL TRANSPORTATION DIVISION

### AVIATION OFFICE

MTO 33

1201 Wilson Ave., 2nd Flr., West Tower  
Downsview M3M 1J8  
416-235-4049

The Aviation Office develops provincial policies on aviation matters; monitors the level of **air** services in Ontario; reviews air carrier applications for new or improved services submitted to the Canadian Transport Commission; and influences the federal government and the aviation industry to provide improved transportation services and facilities in Ontario.

The office gives technical advice and **financial assistance** to municipalities for the development and maintenance of **municipal airports**, and plans and programs the construction and maintenance of remote airports in **Northern Ontario**.

The actual construction and maintenance activities for remote airports are carried out by this Ministry's Remote Northern Transportation Office, Northwestern Region.

### MARINE OFFICE

MTO 34

1201 Wilson Ave., 2nd Flr., West Tower  
Downsview M3M 1J8  
416-235-4044

The Marine Office works closely with the federal and other provincial governments, in cooperation with marine interests within the province, to formulate provincial policy supporting the continued development of the **Great Lakes** and the ports, carriers, shipyards and shippers as a viable commercial water **transportation** mode.

### RAIL OFFICE

MTO 35

1201 Wilson Ave., 2nd Flr., West Tower  
Downsview M3M 1J8  
416-235-4058

The Rail Office develops provincial policy on **rail** matters, and maintains close contact with railway companies, shippers and regulatory authorities.

### PASSENGER SYSTEMS OFFICE

MTO 36

1202 Wilson Ave., 2nd Flr., West Tower  
Downsview M3M 1J8  
416-235-4076

The Passenger Systems Office develops corporate policy positions on multi-modal passenger **transportation** issues and long-range perspectives for public and private transportation, particularly intercity. The office is also responsible for the Ministry's role in support of inter-modal passenger terminals, and publishes the **'Ontario Intercity Guide to Public Transportation'** for free distribution.

**GOODS DISTRIBUTION SYSTEMS OFFICE**

MTO 37

1201 Wilson Ave., 2nd Flr., West Tower  
Downsview M3M 1J8  
416-235-4069

The Goods Distribution Systems Office offers a consulting service for Ontario **business** and **industry** encountering difficulties in the physical distribution of products. Service is provided by professional staff located in Downsview (see above), Thunder Bay, Sault Ste. Marie and Timmins (see below). The office acts as the primary contact with those in the private sector responsible for goods distribution, provides analysis, and prepares policy on goods distribution issues.

The Northern Ontario Freight Rate/Service Information Program (toll-free 1-800-461-2280) provides **freight rate and service information** for domestic and export truck, air and small shipments to, from and within Northern Ontario.

*Goods Distribution Systems Office*

421 Bay St., 5th Flr.  
**Sault Ste. Marie P6A 2A7**  
705-942-7447

*Goods Distribution Systems Office*

Timcor Building, Ste. 202  
273 Third Ave.  
**Timmins P4N 1E2**  
705-268-SHIP

*Goods Distribution Systems Office*

435 James St. S.  
**Thunder Bay P7C 5G6**  
807-475-SHIP

**MUNICIPAL TRANSPORTATION DIVISION****MUNICIPAL TRANSPORTATION DIVISION**

MTO 38

1201 Wilson Ave., 3rd Flr., West Tower  
Downsview M3M 1J8  
416-235-3990

The Municipal Transportation Division manages the Ministry's municipal transfer programs. Municipalities receive assistance in the development and operation of their transit systems for both conventional service and service for the physically disabled, and in the construction, rehabilitation and maintenance of their road systems. Authority is provided through the Public Transportation and Highways Improvement Act, Local Roads Boards Act, and Statute Labour Act.

**MUNICIPAL TRANSPORTATION**

MTO 39

**POLICY PLANNING BRANCH**

1201 Wilson Ave., 3rd Flr., West Tower  
Downsview M3M 1J8  
416-235-4093

The branch consists of the Transportation Demand Research Office (235-4079); Municipal Transportation Policy Office (235-4093); Toronto Area Coordinating Office (235-3971); and Coordinator, Transportation Services for Disabled and Elderly Persons (235-



3971). This branch guides **municipal transportation** towards a balanced system of transit and roads by developing position papers on key issues and specific policy options; researches **travel demand**; monitors future trends and travel behaviour in the province; coordinates broad mobility initiatives for the **disabled** and elderly; implements policy directions to coordinate its efforts with other offices, ministries, municipalities and transportation agencies; and provides a transportation focus within the Ministry for major planning initiatives in the greater Toronto area.

#### MUNICIPAL ROADS OFFICE

MTO 40

1201 Wilson Ave., 3rd Flr., West Tower  
Downsview M3M 1J8  
416-235-4009

The Municipal Roads Office formulates policy for providing **financial assistance** to **municipalities** and groups in **unorganized territories** for the **construction** and maintenance of **roads** and **bridges**. The office develops systems to assist municipalities in the overall programming of capital works, and administers the **Public Transportation and Highway Improvement Act** and the **Local Roads Boards Act**. Construction and maintenance in unorganized territories is carried out in various district offices under the direction of Regional Municipal Roads Offices. The district offices maintain direct day-to-day contact with the municipalities. For a list of the district offices, see this Ministry's Operations, Regional entry.

#### TRANSIT OFFICE

MTO 41

1201 Wilson Ave., 2nd Flr., West Tower  
Downsview M3M 1J8  
416-235-4010

The Transit Office provides **financial**, technical and organizational assistance to **municipalities** for **transit** operations, including bus, streetcar, subway, and parallel services for physically **disabled persons**. Assistance is also made available for construction, acquisition and rehabilitation of capital assets and equipment, and for transit planning studies and demonstration projects.

#### TRANSPORTATION TECHNOLOGY AND ENERGY BRANCH

MTO 42

1201 Wilson Ave., Central Bldg.  
Downsview M3M 1J8  
416-235-5043

The Transportation Technology and Energy Branch conducts and promotes **research**, development demonstration and application of **transportation** and **energy technologies** and systems to improve the efficiency and effectiveness of Ontario's transportation systems. The branch also supports the transportation industry and fosters economic growth.

Technical **Publications** (235-3466) publishes and distributes technical reports, newsletters and brochures, in support of the branch's activities.

TRANSPORTATION TECHNOLOGY AND ENERGY  
BRANCH  
AUTOMOTIVE TECHNOLOGY AND SYSTEMS  
OFFICE

MTO 43

1201 Wilson Ave., Central Bldg.  
Downsview M3M 1J8  
416-235-5019

This office initiates, conducts and evaluates research, development and demonstration activities to improve productivity, **safety** (including stability and handling), and application of technology to **bus transit** and commercial vehicles. The office supports the **Transportation Energy Management Program** with research on **motor vehicles, trucks, alternate fuels, and electric** propulsion systems. To accommodate the testing needs of the Ministry and the program, a central **laboratory** with a wide range of testing and instrumentation skills has been established.

TRANSPORTATION TECHNOLOGY AND ENERGY  
BRANCH  
RAIL TECHNOLOGY AND SYSTEMS OFFICE

MTO 44

1201 Wilson Ave., Central Bldg.  
Downsview M3M 1J8  
416-235-3459

The Rail Technology and Systems Office initiates and coordinates projects in rail **transportation** technology, with the main focus on **research**, development, demonstration and implementation of new technologies in urban **rail transit**. Activities include identifying technological needs and opportunities in cooperation with transit properties and industry; initiating projects to meet the needs; and managing Ministry funded projects. Studies are conducted in support of the above activities, and new developments in rail transit **technology** and their implementation are monitored. Rail vehicle dynamics, structures, **noise** and vibration testing, and vision systems are included in the studies.

TRANSPORTATION TECHNOLOGY AND ENERGY  
BRANCH  
TRANSIT CONTROL TECHNOLOGY AND  
SYSTEMS OFFICE

MTO 45

1201 Wilson Ave., Central Bldg.  
Downsview M3M 1J8  
416-235-3459

The Transit Control Technology and Systems Office conducts, promotes and facilitates research, development and demonstration activities in the application of control and information system technologies to improve transportation in Ontario. Emphasis is on assisting the private sector in improving productivity and the quality of life in Ontario. Activities are concentrated in the areas of urban transit management; vehicular control systems; information systems; advanced technology applications such as **Wide Area Vehicle Monitoring (WAVM)**, transit operations, maintenance and information systems, robotics and expert systems.

## TRANSPORTATION TECHNOLOGY AND ENERGY

MTO 46

## BRANCH

## TRANSPORTATION ENERGY MANAGEMENT

## PROGRAM (TEMP)

1201 Wilson Ave., Central Bldg.

Downsview M3M 1J8

416-235-5037

The Transportation Energy Management Program (TEMP) promotes energy efficiency and the use of alternative **fuels**, with the aim of reducing Ontario's dependence on oil in its transportation sector. This joint program with the Ministry of Energy deals with the following areas: **municipal transportation energy conservation**; ride-sharing (car and van pooling); DriveSave (**driver** efficiency improvement); TruckSave (**truck** energy conservation); alternative transportation fuels (propane, **natural gas**, methanol, greater use of diesels); and administration of Government of Ontario energy management programs for its own **vehicle** fleet.

## ASSISTANT DEPUTY MINISTER - SAFETY AND REGULATION

## SPECIAL PROJECTS

MTO 47

1201 Wilson Ave., 2nd Flr., West Bldg.

Downsview M3M 1J8

416-235-3589

The Special Projects Office coordinates the Driver Project, which will upgrade and improve administration and computer support for **driver** licence administration. The office is also responsible for coordinating **contingency planning** for the Transportation Regulation program.

## TRANSPORTATION REGULATION

MTO 48

## DEVELOPMENT BRANCH

1201 Wilson Ave., 2nd Flr., West Bldg.

Downsview M3M 1J8

416-235-3585

The branch promotes the safe and efficient highway transportation of people and goods within Ontario by: determining and evaluating regulatory program needs of private and commercial **drivers** and **vehicles**, providing information and liaison on government policies concerning the **highway** carrier industries; and preparing drafts for proposed legislation and regulation (**Highway Traffic Act, Public Commercial Vehicles Act, Public Vehicles Act, Motorized Snow Vehicles Act, Off-Road Vehicles Act**). The branch also assists the Ontario Highway Safety Coordinator in the promotion and coordination of highway **safety** activities in the public and private sectors; develops, monitors and evaluates **educational**, regulatory or policy initiatives designed to influence the qualification, behaviour and attitudes of drivers and other road users and the use of safety-related vehicle equipment; conducts highway safety research, primarily in the driver behaviour area; disseminates highway safety **information**, data and research findings; and publishes the **Ontario Road Safety Annual Report**.



## TRANSPORTATION REGULATION OPERATIONS DIVISION

## SYSTEMS IMPROVEMENT OFFICE

MTO 49

2680 Keele St., East Bldg.  
Downsview M3M 3E6  
416-235-4502

The Systems Improvement Office is an internal systems support office serving the operational units within the Safety and Regulation Program. The office undertakes maintenance and development relating to the Drivers, Vehicles and Carrier systems (for internal and external parties). Systems maintenance and development is handled out of Toronto and the Kingston office located at 355 Counter St., Kingston K7L 1A7 (613-544-2220).

COMPLIANCE BRANCH  
CARRIER LICENSING OFFICE

MTO 50

1201 Wilson Ave., East Bldg.  
Downsview M3M 1J8  
416-235-4493

The Carrier Licensing Office administers the **Public Vehicles Act** and the **Public Commercial Vehicles Act**. The office issues licences to: public vehicles (PV), e.g., bus and charter operations; public commercial vehicles (PCV), e.g., trucks, tractors, dual purpose vehicles operating for hire in Ontario beyond the municipality of origin; and freight forwarders (FF). Class L **Public Commercial Vehicle Operating Licence** are issued to U.S. common carriers for movements of freight-in-bond through Ontario to another destination, e.g., corridor movements. Applications for cartage licences within a municipality should be made at the Clerk's office in the municipality. Vehicle inspection and issuance of permits are carried out by the regional and district offices listed under this Ministry's Operations, Regional, Drivers and Vehicles Office entry.

COMPLIANCE BRANCH  
CARRIER CONTROL OFFICE

MTO 51

1201 Wilson Ave., East Bldg.  
Downsview M3M 1J8  
416-235-4479

The Carrier Control Office investigates purported contraventions under the Motor Vehicle Transport (Federal), Public Commercial Vehicles (Provincial), and Public Vehicles (Provincial) Acts. It monitors operations of carriers, and initiates control and sanction proceedings against offenders for the aforementioned Acts.

COMPLIANCE BRANCH  
OPERATIONAL POLICY AND STANDARDS OFFICE

MTO 52

1201 Wilson Ave., West Bldg.  
Downsview M3M 1J8  
416-235-3568

The Operational Policy and Standards Office promotes the uniform delivery of programs to the public by providing directives, operating procedures and technical expertise within the Compliance Branch.

COMPLIANCE BRANCH  
WEIGHTS AND DIMENSIONS OFFICE

MTO 53

1201 Wilson Ave., East Bldg.  
Downsview M3M 1J8  
416-235-4811

This office contributes to the protection of Ontario roads by enforcing controls on **vehicle** weights and dimensions. Responsibilities include responding to public and industry inquiries in the areas of oversize and overweight vehicle **permit** moves, and issuing applicable permits.

COMPLIANCE BRANCH  
VEHICLE STANDARDS OFFICE

MTO 54

1201 Wilson Ave., West Bldg.  
Downsview M3M 1J8  
416-235-3587

The Vehicle Standards Office provides consulting services to the Ministry, other government agencies and the public on **vehicle**-related legislation and regulations, vehicle safety standards, vehicle performance and handling characteristics.

LICENSING AND CONTROL BRANCH

MTO 55

2680 Keele St., East Bldg.  
Downsview M3M 3E6

The Licencing and Control Branch regulates qualifications and performance, and maintains licensing, registration and conviction records for **drivers** and **vehicles**. The branch also provides driver and vehicle information to the public, the courts and law enforcement agencies. For inquiries concerning vehicle licensing, driver control (suspensions, demerit points), and driver **licensing** (renewals, change of address), call 235-2999 or contact the nearest regional or district Drivers and Vehicles Office (see Operations, Regional, Drivers and Vehicles Office).

LICENSING AND CONTROL BRANCH  
RECIPROCITY AND PRORATE OFFICE

MTO 56

1201 Wilson Ave., East Bldg.  
Downsview M3M 1J8  
416-235-4774

The Reciprocity and Prorate Office administers Ontario's participation in the **Canadian Agreement on Vehicle Registration (CAVR)**, which has been implemented by all ten Canadian provinces (excluding the territories). The objective of the agreement is to provide for the smooth and efficient movement of goods across provincial boundaries, allowing **trucking** companies and commercial carriers to apportion their registration fees in each participating province. The office provides reciprocity for **registration** of commercial **motor vehicles** (trucks and buses) in the following ways. Full and free reciprocity is given for small trucks, trailers, charter buses and trucks carrying used household goods. Commercial vehicles not covered by full and free reciprocity may register in member jurisdictions and have the registration fees prorated, based on the distance travelled in each jurisdiction.

## OPERATIONS, REGIONAL

## OPERATIONS, REGIONAL

MTO 57

Operations, Regional of this Ministry are conducted through five regional and 18 provincial highways district offices which perform pre-contract engineering, **construction** and maintenance activities and other functions associated with the **Provincial Highways Program**. The offices also perform some of the program delivery functions of the Municipal Roads Program, Safety and Regulations Program and Air Program. These functions are described more fully under the following Operations, Regional entries: Administrative Services, Construction Office, Drivers and Vehicles Office, Engineering and Right-of-Way Office, Maintenance Office, Municipal Roads Office, Remote Northern Transportation, and Resources Planning and Scheduling. The Drivers and Vehicles Office has five regional offices, twelve district offices and a number of driver examination centres, which are listed under Operations, Regional, Drivers and Vehicles Office.

The 18 provincial highways district offices assist municipal authorities in developing and maintaining a system of highways that meets municipal needs and is complementary to the provincial highways system. The offices advise on construction and maintenance techniques, when requested, and authorize payment of Ministry **subsidy** funds to **municipalities**. In **unorganized territories**, construction or maintenance of local roads is carried out in cooperation with land owners. The offices also provide information on the condition of provincial **roads** and **highways**. **Permits** for entrances onto provincial highways, as well as for **advertising** signs and buildings/structure adjacent to the highways are issued through the district offices. Listed below are the five regional and 18 provincial highway district offices.

## CENTRAL REGION

*Regional Office*

5000 Yonge St.

**North York M2N 6E9**

416-224-7400

If long distance dial

1-800-268-0637 (General Information)

1-800-268-1376 (Road Information)

1-800-268-1387 (Winter Conditions)

*District 4*

P. O. Box 5020

1182 North Shore Blvd.

**Burlington L7R 3Z9**

416-637-5625

*District 6*

5000 Yonge St.

**North York M2N 6E9**

416-224-7400

*District 7*

P. O. Box 150

138 Hope St. N.

**Port Hope L1A 3W3**

416-885-6381

## EASTERN REGION

*Regional Office*

P. O. Box 4000

355 Counter St.

**Kingston K7L 5A3**

613-545-4600

If long distance dial

1-800-267-0295 (General Information)

1-800-267-0284 (Road Information)



*District 10*

P. O. Box 300

64 Monck Rd.

**Bancroft K0L 1C0**

613-332-3220

If long distance ask Operator

for Zenith 83580

(General & Road Information)

*District 8*

P. O. Box 4000

355 Counter St.

**Kingston K7L 5A3**

613-545-4600

*District 9*

530 Tremblay Rd.

**Ottawa K1G 0E4**

613-745-6841

**NORTHERN REGION**

*Regional Office*

P. O. Box 3030

447 McKeown Ave.

**North Bay P1B 8L2**

705-472-7900

If long distance dial

1-800-461-9547 (General Information)

1-800-461-9523 (Road Information)

*District 16*

P. O. Bag 5000

50 Third Ave.

**Cochrane P0L 1C0**

705-272-4333

*District 11*

207 Main St.

**Huntsville P0A 1K0**

705-789-2391

*District 14*

P. O. Box 1390

500 Rockley Rd.

**New Liskeard P0J 1P0**

705-647-6761

*District 13*

P. O. Box 3030

447 McKeown Ave.

**North Bay P1B 8L2**

705-472-7900

*District 17*

P. O. Box 7000, Station 'A'

McFarlane Lake, Hwy 69 S.

Government Office Rd.

**Sudbury P3A 4S2**

705-522-9380

**NORTHWESTERN REGION**

*Regional Office*

P. O. Box 1177, Station 'F'

615 James St. S.

**Thunder Bay P7C 4X9**

807-577-6451

If long distance dial

1-800-465-6941 (General Information)

1-800-465-6943 (Road Information)

*District 20*

P. O. Box 5070

808 Robertson St.

**Kenora P9N 3X9**

807-468-6494

*District 18*

P. O. Box 500

160 McDougall St.

**Sault Ste. Marie P6A 5M6**

705-256-5682

*District 19*

P. O. Box 1177

615 James St. S.

**Thunder Bay P7C 4V7**

807-577-6451

**SOUTHWESTERN REGION***Regional Office*

P. O. Box 5338

659 Exeter Rd.

**London N6A 5H2**

519-681-1441

If long distance dial

1-800-265-6072 (General Information)

1-800-265-6070 (Road Information)

*District 5*

P. O. Box 520

1450 Seventh Ave. E.

**Owen Sound N4K 5R1**

519-376-7350

*District 3*

P. O. Box 8

581 Huron St.

**Stratford N5A 6S8**

519-271-3550

*District 1*

P. O. Box 819

60 Keil Dr.

**Chatham N7M 5L3**

519-354-1400

*District 2*

P. O. Box 5338

659 Exeter Rd.

**London N5V 2Y4**

519-681-1441

**OPERATIONS, REGIONAL  
ADMINISTRATIVE SERVICES****MTO 58**

Regional and district offices provide financial, personnel, supply and support services to all program staff operating out of regional/district and field offices. These services include payroll and related items; processing accounts for payment; maintaining cost records and budgets; purchasing goods and/or services and stockkeeping; supply and service tenders; communications (telephone, teletype); recruitment, classifications, counselling of staff, etc.; newspaper advertising; secretarial support, furniture and office equipment ordering; and record maintenance. See this Ministry's Operations, Regional entry for a list of regional and district offices.

**OPERATIONS, REGIONAL  
CONSTRUCTION OFFICE****MTO 59**

Through five Regional Construction Offices, the Ministry supervises contracts for the **construction** of new **highway** facilities and for rehabilitation and upgrading of the existing highways. These offices are located at the five regional offices listed under this Ministry's Operations, Regional entry.

**OPERATIONS, REGIONAL  
DRIVERS AND VEHICLES OFFICE****MTO 60**

Operations, Regional, Drivers and Vehicles Office provides driver examination, vehicle inspection and highway carrier enforcement programs through five regional and 14 district offices in the province. The offices hold driver examination tests for various classifications of **drivers** of **motor vehicles**, including **motorcycles**, and for driver education instructors. Driver **licences** are issued at 65 full-time centres and 98 travel points. Offices throughout the province conduct demerit system and driver improvement interviews. The vehicle

inspection function involves inspection of commercial motor vehicles, monitoring of school and non-commercial bus inspection, issuance of safety standard certificates, and operation of portable and permanent inspection lanes. Highway carrier officers inspect commercial motor vehicles for compliance with weight and license legislation. Over-size/overweight permits are issued in districts on an annual, project and single-trip basis. The following is a list of the 5 regional offices, 14 district offices, and 65 full-time driver examination centres.

## CENTRAL REGION

### Regional Office

5000 Yonge St.  
North York M2N 6E9  
416-224-7400  
If long distance dial  
1-800-268-7590 vehicle inquiry  
1-800-268-0637 general inquiry

### District Offices

*District 22*  
7900 Airport Rd.  
Brampton L6T 4N8  
416-793-4340  
(Regional Municipalities of  
Halton and Peel)

*Driver Licencing*  
416-793-4336

*Bus and Truck Operations*  
*Safety Inspection of Vehicles*  
*Oversize/Overweight Permits*  
416-793-4340

*District 24*  
138 Hope St. N.  
P. O. Box 150  
Port Hope L1A 3W3  
416-885-2481  
(Counties of Northumberland,  
Peterborough, Victoria and  
Regional Municipality of Durham)

*Driver Licensing*  
*Bus and Truck Operations*  
*Safety Inspection of Vehicles*  
416-885-2481

*Oshawa Office*  
67 Thorton Rd.  
Oshawa L1J 5Y1  
416-728-7505

*District 21*  
773 Warden Ave.  
Scarborough M1L 4C2  
416-750-3407  
(Regional Municipality of York &  
Metropolitan Toronto)

*Driver Licensing*  
416-751-4952

*Bus & Truck Operations*  
*Safety Inspection of Vehicles*  
416-750-3407

*Vehicle Permits & Licences*  
Queen's Park: 416-965-2206

*Oversize/Overweight Permits*  
416-750-3407

*District 23*  
370 Kenora Ave. N.  
Stoney Creek L8E 2W2  
416-561-5921  
(County of Brant, the former  
County of Haldimand & the Regional  
Municipalities of  
Hamilton-Wentworth and Niagara)

*Driver Licensing*  
416-561-5921



*Bus & Truck Operations*  
416-561-5926

*Safety Inspection of Vehicles*  
416-561-5927

*Vehicle Permits & Licences*  
416-561-5921

*Oversize/Overweight Permits*  
Hamilton: 416-561-5926  
St. Catharines: 416-685-6528

## EASTERN REGION

### Regional Office

355 Counter St.  
**Kingston K7L 5A3**  
613-544-2220  
If long distance dial  
1-800-267-0295

### District Offices

*District 41*  
355 Counter St.  
**Kingston K7L 5A3**  
613-544-2220  
(Counties of Lennox and Addington,  
Hastings, Prince Edward, Frontenac,  
Leeds and Grenville, Stormont,  
Dundas and Glengarry)

*District 42*  
1570 Walkley Rd.  
**Ottawa K1V 6P5**  
613-731-1760  
(Counties of Lanark, Renfrew,  
Prescott, Russell and the Regional  
Municipality of Ottawa-Carleton)

*Driver Licensing*  
613-731-1760

*Bus & Truck Operations*  
*Safety Inspection of Vehicles*  
*Oversize/Overweight Permits*  
*Vehicle Permits & Licences*  
613-731-6451

## NORTHERN REGION

### Regional Office

447 McKeown Ave.  
P.O. Box 3030  
**North Bay P1B 8L2**  
705-472-7900  
If long distance dial  
1-800-461-9548

### District Offices

*District 51*  
447 McKeown Ave.  
**North Bay P1B 8L2**  
705-472-7900  
If Long distance dial  
1-800-461-9548  
(District of Parry Sound,  
Nipissing, the District  
Municipality of Muskoka & the  
Provisional County of Haliburton)

*District 52*  
83 Algonquin Blvd. W.  
**Timmins P4N 2R4**  
705-264-5349  
(Districts of Timiskaming and  
Cochrane, Sudbury, Manitoulin and  
Eastern part of Algoma District  
and the Regional Municipality  
of Sudbury)

*Driver Licensing*  
705-264-5349

*Sudbury (Drivers & Vehicles)*  
705-566-0315

*Bus & Truck Operations*  
*Safety Inspection of Vehicles*  
*Oversize/Overweight Permits*  
705-566-1414

*Driver Licencing*  
705-566-0315

## **NORTHWESTERN REGION**

### **Regional Office**

615 James St. S.  
Box 1177, Station 'F'  
**Thunder Bay P7C 4X9**  
807-475-4291  
If long distance dial  
1-800-465-5032/3 (road information)  
1-800-465-5034 (switchboard)  
1-800-465-5035 (drivers & vehicles)

### **District Offices**

*District 62*  
808 Robertson St.  
Box 2250  
**Kenora P9N 3X9**  
807-468-9715  
(Districts of Kenora  
& Rainy River)

*Driver Licensing*  
*Oversize/Overweight Permits*  
*Bus & Truck Operations*  
*Safety Inspection of Vehicles*  
807-468-9715

*District 63*  
370 Lake St.  
**Sault Ste. Marie P6B 3L1**  
705-254-4365  
(District of Algoma)

*District 61*  
615 James St. S.  
**Thunder Bay P7C 4X9**  
807-475-4291  
(District of Thunder Bay)

*Vehicle Licensing*  
*Driver Licensing*  
*Oversize/Overweight Permits*  
*Bus & Truck Operations*  
*Safety Inspection of Vehicles*  
807-475-4291

*Dryden Office*  
479 Government Rd.  
P. O. Box 3000  
**Dryden P8N 3B3**  
807-223-3237

*Fort Frances Office*  
621 Mowat Ave.  
P. O. Box 536  
**Fort Frances P9A 3M8**  
807-274-6623

*Wawa Office*  
11B Second Ave.  
Box 497  
**Wawa P0S 1K0**  
705-856-7086

## **SOUTHWESTERN REGION**

### **Regional Office**

659 Exeter Rd.  
P. O. Box 5338  
**London N6A 5H2**  
519-681-1441  
If long distance dial  
1-800-265-6072

## District Offices

### *District 33*

524 Belmont Ave. W.

**Kitchener N2M 5E3**

519-744-6340

(Counties of Huron, Perth, Wellington, Bruce, Grey, Dufferin, Simcoe and the Regional Municipality of Waterloo)

### *Driver Licensing*

519-744-6340

### *Bus & Truck Operations*

Kitchener: 519-744-1129

Clinton : 519-482-5536

Owen Sound: 519-376-2342

Barrie: 705-726-3833

### *Safety Inspection of Vehicles*

519-744-1120

### *Oversize/Overweight Permits*

Barrie: 705-726-1262

Kitchener: 519-744-6340

### *District 31*

659 Exeter Rd.

**London N6A 5H2**

519-681-1441

(Counties of Elgin, Oxford, Middlesex and the former County of Norfolk)

Suspension Information

1-800-265-6073

### *Bus & Truck Operations*

London: 519-681-1441, ext. 240

Putnam: 519-268-8240

Tillsonburg: 519-842-5739

### *Safety Inspection of Vehicles*

*Oversize/Overweight Permits*

*Vehicle Permits & Licences*

519-681-1441

### *District 32*

2090 Wyandotte St. E.

**Windsor N8Y 1E6**

519-258-8312

(Counties of Essex,

Kent & Lambton)

### *Driver Licensing*

*Bus & Truck Operations*

Windsor: 519-258-8312

Windsor: 519-723-2227

Sarnia: 519-542-7709

### *Safety Inspection of Vehicles*

519-258-8312

### *Oversize/Overweight Permits*

Sarnia: 519-542-7707/8

Windsor: 519-258-8312

## DRIVER EXAMINATION CENTRES

800 Yonge St. S.

**Aurora L4G 1M2**

416-773-5019

64 Monck St., Box 300

**Bancroft K0L 1C0**

613-332-4441

The Duckworth Plaza

353 Duckworth St.

**Barrie L4M 3X8**

705-726-9093

220 Dundas St. E.

**Belleville K8N 1E3**

613-962-8661/2

John Rhodes Driver Examination Centre

7900 Airport Rd.

**Brampton L6T 4N8**

416-793-4340



14 Holiday Inn Dr.  
P. O. Box 1554  
**Brantford N3T 5V6**  
519-756-5735/0290

2382 Parkdale Ave.  
**Brockville K6V 3G8**  
613-342-9772/9

Towers Plaza  
152 Plains Rd. W.  
**Burlington L7T 1E9**  
416-632-0446

261 Elgin St. N.  
Box 123  
**Cambridge N1R 5S9**  
519-623-0550

Court House  
**Cayuga NOA 1E0**  
416-772-5302

62 Keil Dr. S.  
**Chatham N7M 3G8**  
519-352-6154

154 Beech St.  
**Clinton N0M 1L0**  
519-482-7831

19 Charles St.  
**Cobourg K9A 2T4**  
416-372-5777

50 Third Ave.  
Bag 5000  
**Cochrane P0L 1C0**  
705-272-4333

120 Tollgate Rd. W.,  
**Cornwall K6J 5M3**  
613-933-8921/2

479 Government Rd.  
P. O. Box 3000  
**Dryden P8N 3B3**  
807-223-3237

375 Station Rd.  
Box 240  
**Espanola P0P 1C0**  
705-869-4884

621 Mowat Ave.  
Box 536  
**Fort Frances P9A 3M8**  
807-274-6623

Victoria Grange Plaza  
25 Victoria Rd. N.  
**Guelph N1E 5G6**  
519-824-2790

Mountain Plaza, Store U  
673 Upper James St.  
**Hamilton L9C 5R9**  
416-389-2242/3

21 Nelson St.  
**Hawkesbury K6A 1L4**  
613-632-4638

207 Main St. W.  
Equipment Bldg.  
**Huntsville P0A 1K0**  
705-789-4170

6 Queen St.  
**Kapuskasing P5N 1G7**  
705-335-4290

808 Robertson St.  
Box 2250  
Ontario Government Bldg.  
**Kenora P9N 3X8**  
807-468-9715/5618

355 Counter St.  
**Kingston K7L 5A3**  
613-544-2220 Ext. 347

40-B Lebel Ave.  
**Kirkland Lake P2N 2Y5**  
705-567-7911

524 Belmont Ave. W.  
**Kitchener N2M 5E3**  
 519-744-6340/1

89 Erie St. N.  
**Leamington N8H 2Z7**  
 519-326-2581

Ontario Government Bldg.  
 322 Kent St. W., Rm. 133  
**Lindsay K9V 2Z9**  
 705-324-6431

659 Exeter Rd.  
 Box 5338  
**London N6A 5H2**  
 519-681-2501 recording  
 519-681-2503 direct line

578 King St.  
**Midland L4R 4P3**  
 705-526-9471

500 Rockley Rd.  
 Box 1209  
**New Liskeard P0J 1P0**  
 705-647-5406

Stamford Green Plaza  
 3483 Portage Rd. N.  
**Niagara Falls L2J 2K5**  
 416-356-0742

447 McKeown Ave.  
 Box 3030  
**North Bay P1B 8L2**  
 705-472-7900 Ext. 329

Oaktown Plaza  
 568 Kerr St.  
**Oakville L6K 3C7**  
 416-845-0451

70 First St., Ste. 101  
**Orangeville L9W 2E5**  
 519-941-6861

I.G.A. Plaza  
 404 Laclie St.  
**Orillia L3V 4P5**  
 705-326-9293

67 Thornton Rd. S.  
**Oshawa L1J 5Y1**  
 416-728-5890

1570 Walkley Rd.  
**Ottawa K1V 6P5**  
 613-731-2744

1450 Seventh Ave. E.  
**Owen Sound N4K 2Z1**  
 519-376-2342/2343

513 Eganville Rd.  
**Pembroke K8A 4E6**  
 613-732-7041

749 Erskine Ave.  
**Peterborough K9J 7Y6**  
 705-745-9066

740 Stewart St. N.  
**Renfrew K7V 3B9**  
 613-432-4556

512 Welland Ave.  
**St. Catharines L2M 5V5**  
 416-685-6527/8

1362 Lambton Mall Rd., Ste. 4  
**Sarnia N7S 5A1**  
 519-542-7707/8

370 Lake St.  
**Sault Ste. Marie P6B 3L1**  
 705-254-4365/6

773 Warden Ave.  
**Scarborough M1L 4C2**  
 416-751-4952

599 Bank St.  
**Simcoe N3Y 3N3**  
 519-426-6722

283 Brockville St.  
**Smiths Falls K7A 1P5**  
613-283-2815

370 Kenora Ave. N.  
**Stoney Creek L8E 2W2**  
416-561-5921

581 Huron St.  
**Stratford N5A 5T8**  
519-271-0961

200 Metcalfe St. E.  
**Strathroy N7G 1P8**  
519-245-1020

Montrose Mall  
782 LaSalle Blvd.  
**Sudbury P3A 1X4**  
705-566-0316

615 James St. S.  
Box 1177, Station 'F'  
**Thunder Bay P7C 4X9**  
807-475-4291  
If long distance dial  
1-800-465-5035

56 Brook St. E.  
**Tillsonburg N4G 1Z6**  
519-842-5739

83 Algonquin Blvd. W.  
**Timmins P4N 2R4**  
705-264-5349

Rm. M1-20, Macdonald Block  
**Queen's Park, Toronto M7A 2A2**  
416-965-6061

262 Falstaff Ave.  
**Toronto M6L 2G1**  
416-235-4783

Trent Square  
5 Stewart St  
**Trenton K8V 6H5**  
613-392-3346

220 Ridout St.  
**Walkerton N0G 2V0**  
519-881-3400

11B Second Ave.  
Box 497  
**Wawa P0S 1K0**  
705-856-7086

A & P Plaza  
325 Thorold St. W.  
**Welland L3C 3W4**  
416-774-2206

449 Main St. E.  
**Winchester K0C 2K0**  
613-774-2206

2090 Wyandotte St. E.  
**Windsor N8Y 1E6**  
519-258-8312

Springbank Shopping Plaza  
212 Springbank Ave.  
**Woodstock N4S 7R3**  
519-539-2223

**OPERATIONS, REGIONAL  
ENGINEERING AND RIGHT-OF-WAY OFFICE**

MTO 61

An Engineering and Right-of-Way Office is located at each of the Ministry's five regional offices listed under the Operations, Regional entry. Each office manages all pre-construction engineering activities, **environmental** assessment, **property** acquisition and disposal required for the Ministry's **highway** improvement programs. The Planning and Design Section prepares preliminary designs and assessments of existing and future highway systems; produces detailed project and contract designs; coordinates activities to ensure



that detailed design contract packages conform to the Environmental Assessment Act; and ensures compatibility of public and private developments with existing highway facilities and future improvements. The Surveys and Plans Section provides all engineering and land **surveys** and aerial **photograph** interpretation in the region. The Property Section acquires, manages, leases and sells the Ministry's property holdings. The Geotechnical Section conducts investigations and evaluations of existing **soil** conditions; recommends embankments and pavement designs; specifies retaining wall and culvert foundation capacities; and identifies and tests aggregate sources suitable for use by Ministry contractors. The Structural Section undertakes structural and **hydrological** designs.

#### OPERATIONS, REGIONAL MAINTENANCE OFFICE

MTO 62

The **Highway Maintenance Program** for all districts in the region is coordinated, approved and monitored through the regional offices (see list under this Ministry's Operations, Regional entry). They manage **construction** and maintenance programs associated with patrol yards and buildings. Through their Traffic Section, the offices collect **traffic statistics**, conduct traffic operations studies, determine **road** information sign and traffic signal locations, and provide traffic engineering services, upon request from external and internal authorities.

#### OPERATIONS, REGIONAL MUNICIPAL ROADS OFFICE

MTO 63

This office approves and authorizes **financial assistance** to **municipalities** through the Ministry's municipal **road** programs, within policy guidelines established by Head Office. A Municipal Roads Office is located at each of the Ministry's 18 district offices in the five regions which are listed under the Operations, Regional entry.

#### OPERATIONS, REGIONAL REMOTE NORTHERN TRANSPORTATION

MTO 64

615 James St. S.  
P.O. Box 1177, Postal Station 'F'  
Thunder Bay P7C 4X9  
807-577-6451

This office, located in the northwestern regional headquarters, is responsible for the **construction** and ongoing operation of remote **airports** in **Northern Ontario**. For information on provincial policy on aviation matters, see this Ministry's Aviation Office entry.

#### OPERATIONS, REGIONAL RESOURCES PLANNING AND SCHEDULING

MTO 65

A Resources Planning and Scheduling Office is located at some of this Ministry's regional offices (see the Operations, Regional entry). Activities include providing **computer** services support, staff training and development, **personnel** management, and management **systems development** to each region. Improvements to the **highway** system are coordinated within the regions as part of the Provincial Highways Program. The Regional Administrative Services Office supports these functions in regions that do not have a Resources Planning and Scheduling Office.

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Transportation are listed below. Contact the information branch for unlisted agencies.

### ONTARIO HIGHWAY TRANSPORT BOARD

MTO 66

151 Bloor St. W., 10th Flr.  
Toronto M5S 2T5  
416-965-1845

The Ontario Highway Transport Board, a regulatory tribunal, approves issuance of and changes to **licences** for **bus** and **truck** for-hire services. It recommends to the Minister approval or rejection of transfers of operating licences and public vehicle tariffs. Operating licences are issued by the Minister under the Public Commercial Vehicles Act and the Public Vehicles Act. The board also maintains a **library**, available to the public, of trucking rates and tariffs, and publishes the O.H.T.B. Annual Report.

### GO TRANSIT

MTO 67

555 Wilson Ave.  
Downsview M3H 5Y6  
416-630-5220  
Fax: 416-630-2083  
Telex: 06-217508

GO Transit is the Province of Ontario's inter-regional **transit** system linking Metropolitan Toronto with the surrounding Regions of Durham, York, Peel, Halton, and Hamilton-Wentworth. The system started as a single rail line in 1967, and is now an integrated network of train and bus services running over an 8,000 square kilometre (3,000 square mile) area up to 90 kilometres (55 miles) from downtown Toronto. GO (Government of Ontario) administers the system using contract operators: CN Rail and CP Rail for GO Train service; Gray Coach Lines and Charterways for about half of the GO Bus network, with the remaining half run directly. For timetable and fare information, phone the local GO Transit number (in Toronto, 630-3933).

GO operates under the Toronto Area Transit Operating Authority Act, and reports to the Legislature through the Minister of Transportation. The office maintains a library, open to the public (630-5220), and publishes various timetables, brochures, and an annual report.

### LICENCE SUSPENSION APPEAL BOARD

MTO 68

700 Bay St., 24th Flr.  
Toronto M5G 1Z6  
416-963-1583

The Board hears appeals from persons whose **driver** or **vehicle licence** has been suspended under the **Highway Traffic Act**, Section 30 and Section 18. Appeals are also heard concerning the refusal, revocation or conditions of motor vehicle inspection station licences under the Highway Traffic Act, Section 75(8)(a) and (e) and Section 77 (a) and (c).

## ACTS

## ACTS

MTO 69

The Ministry of Transportation is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or information/communications branch.

Airports Act  
 Blue Waters Bridge Act  
 Bridges Act  
 Commuter Services Act  
 Dangerous Goods Transportation Act, 1981  
 Ferries Act  
 Highway Traffic Act  
 Local Roads Boards Act  
 Ministry of Transportation and Communications Act  
 Ministry of Transportation and Communications Creditors Payment Act  
 Motorized Snow Vehicles Act  
 Municipal Electric Railways Act  
 Off-Road Vehicles Act, 1983  
 Ontario Highway Transport Board Act  
 Ontario Transportation Development Corporation Act  
 Public Commercial Vehicles Act  
 Public Service Works on Highways Act  
 Public Transportation and Highways Improvement Act  
 Public Vehicles Act  
 Railways Act  
 Statute Labour Act (Part)  
 Toll Bridges Act  
 Toronto Area Transit Operating Authority Act  
 Township of Pelee Act, 1978  
 Urban Transportation Development Corporation Ltd. Act



## MINISTRY OF TREASURY AND ECONOMICS

Frost Bldg. S.

Queen's Park, Toronto M7A 1Y7

A Treasury department was first established in Ontario in 1867. Over the years, the Treasury has been a part of various other government departments including Education, Commerce, Development and Federal and Provincial Relations. In 1972, certain sections of the Department of Municipal Affairs and the Department of Treasury and Economics were combined to form the Ministry of Treasury, Economics and Intergovernmental Affairs. The Ministry of Treasury and Economics was established under the Ministry of Treasury and Economics Act, 1978.

Within the Ontario Government, the Ministry of Treasury and Economics recommends fiscal, economic and regional policies. It deals with taxation and fiscal policy (including development of the Provincial Budget), economic policy and analysis, regional economic development, provincial borrowing and accounting, and statistical information.

### DEPUTY MINISTER'S OFFICE

#### OFFICE OF LEGAL SERVICES

TREASURY 1

Frost Bldg. S., 5th Flr.

Queen's Park, Toronto M7A 1Y7

416-965-5239

Legal services for the Ministry of Treasury and Economics are provided by this branch. It counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services include settling claims, drafting agreements, and offering legal advice on government finance. This office is responsible to the Attorney General's Office.

### ADMINISTRATION

#### COMMUNICATIONS SERVICES BRANCH

TREASURY 2

Frost Bldg. S., 5th Flr., Rm. 519

Queen's Park, Toronto M7A 1Y7

416-965-7171

Telex 06-217575

Facsimile 416-965-3067

The Communications Services Branch informs the public, client groups and the media about the Ministry's activities. The branch also establishes the Ministry's communications policy, advises other branches on communications problems, and provides communications support to the Treasurer and the Deputy. Activities include liaising with the media, answering public inquiries, and producing and distributing news releases, statements and publications.

**LIBRARY SERVICES**

TREASURY 3

Frost Bldg. N., Main Flr.

Queen's Park, Toronto M7A 1Y8

416-965-2314

Facsimile 416-965-7950

This area operates a **library** with reference materials for use by this Ministry, the Ministry of Intergovernmental Affairs, the Human Resources Secretariat, the Management Board, their agencies and, to a lesser extent, other provincial and federal ministries.

**MANAGEMENT SERVICES BRANCH**

TREASURY 4

Frost Bldg. S., 5th Flr.

Queen's Park, Toronto M7A 1Y7

416-965-5500

Facsimile 416-963-3295

Systems for the allocation and utilization of the Ministry's resources and results-oriented style of management are developed and monitored by this branch. It oversees organization, conducts studies, coordinates the Administration Manual, liaises with the Management Board Secretariat and assists the **Freedom of Information** Coordinator.

**ACCOUNTS AND OFFICE SERVICES BRANCH**

TREASURY 5

1075 Bay St., 4th Flr.

Toronto M5S 2B1

416-965-4085

Facsimile 416-963-2123

The Accounts and Office Services Branch performs administrative functions for the Ministries of Treasury and Economics, Intergovernmental Affairs, and Energy, as well as the Ontario Energy Board, Civil Service Commission, Management Board Secretariat, Human Resources Secretariat, Cabinet Office and Office of the Premier.

General accounting functions include payroll processes shared with the Ministry's Personnel Branch; expense account services; accounts payable; financial liaison with the Provincial Auditor and other government ministries and agencies; and data processing/systems services.

Administrative services cover the purchasing of goods and services, supply management, printing, duplicating, mail, transportation, records management, assets management, maintenance of policy and procedures manuals (e.g., Management Board Directives) and, in liaison with the Ministry of Government Services, coordination of common services, such as telephones, acquisition and design of office accommodation, and purchasing of commonly used supplies. The branch is also responsible for office safety supervision.

## INTERNAL AUDIT SERVICES BRANCH

TREASURY 6

1075 Bay St., 4th Flr.  
Toronto M5S 2B1  
416-965-5123

This branch audits all operations of the Ministry, its agencies and clients to provide management with a systematic, independent appraisal of the efficiency, economy and effectiveness of internal controls and management practices. Clients include the Ministry of Intergovernmental Affairs, Ministry of Energy, Management Board, Civil Service Commission, Human Resources Secretariat, Office of the Premier and Cabinet Office.

## PERSONNEL BRANCH

TREASURY 7

1075 Bay St., 4th Flr.  
Toronto M5S 2B1  
416-965-6171

This branch performs personnel functions for the Ministries of Treasury and Economics, Intergovernmental Affairs, Energy, and Skills Development, as well as the Ontario Energy Board, the Office of the Premier, and the Cabinet Office. The branch works mainly in an advisory capacity with line managers whose primary task is personnel matters within their units. Responsibilities include establishment of personnel policies and procedures, and appropriate classification and compensation levels for all Ministry employees; staff recruitment; employee counselling; investigation of employee grievances; and all matters affecting working conditions and performance. The Personnel Branch maintains the Ministry's personnel, payroll and employee benefit records. It also serves as liaison between the Ministry and the Human Resources Secretariat, the Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU).

Through the **Employment Equity Program** (965-5446), the Ministry provides equal opportunity for employment, with special emphasis on training and development for Ministry and Cabinet Office staff. Managers and employees are offered assistance with initiatives to meet these objectives.

## OFFICE OF THE TREASURY

## FINANCE OPERATIONS BRANCH

TREASURY 8

CASH AND INVESTMENT MANAGEMENT  
SECTION

Frost Bldg N., 2nd Flr.  
Queen's Park, Toronto M7A 1Y7  
416-965-2914

This section implements government finance policy by managing government **debt**, including the issuance and retirement of Province of Ontario debt **securities** (**debentures** and **treasury bills**), and by controlling and managing the government's cash flows to ensure that obligations are met without default and surplus funds are **invested**.



## FINANCE OPERATIONS BRANCH SECURITIES SECTION

TREASURY 9

Frost Bldg. N., Main Flr.  
Queen's Park, Toronto M7A 1Y7  
416-965-6691  
Toll-Free: 1-800-268-7098

The Securities Section acts as registrar and transfer agent of the provincial public **debt** issues, both domestic and foreign. Responsibilities include ensuring prompt payment of interest on the public and non-public debt issues; supplying investors with information on transfer requirements; and arranging the complete servicing of **debentures** from issue to maturity. The section also acts as **custodian** of the province's **investments**, and holds in safekeeping **securities** deposited with the province by the public in accordance with provincial laws and regulations.

## FINANCIAL INFORMATION AND ACCOUNTING POLICY BRANCH

TREASURY 10

Frost Bldg. N., 2nd Flr.  
Queen's Park, Toronto M7A 1Y7  
416-965-5273

The Financial Information and Accounting Policy Branch manages Ontario's requirements in overall government **accounting**, control and consolidated **public** and internal **financial** reporting. The branch maintains records of all **Consolidated Revenue Fund** transactions, and prepares reports for use by the Treasurer before the Legislature, the public and the financial community, e.g. **Public Accounts** and prospectuses of **debentures**. Central financial information systems are operated by analyzing and consolidating data on revenues, expenditures, budgets and forecasts. The branch provides all ministries and agencies with direction on financial transactions to ensure quality and comprehension of accounting and financial management policies; coordinates interministry effort on 'in-house' systems to ensure compatibility with central financial information systems; and provides expertise on all accounting and financial matters referred by Management Board and all ministries and agencies. Operational liaison with the **banking** community is also supplied by the branch.

## FINANCE POLICY BRANCH

### GOVERNMENT FINANCE AND ECONOMIC ANALYSIS SECTION

TREASURY 11

Frost Bldg. N., 2nd Flr.  
Queen's Park, Toronto M7A 1Y7  
416-965-2914

This section provides finance policy advice and recommendations on borrowing guarantees and other financing practices of the government to Ontario Hydro, various crown corporations and other government programs. In addition, the section provides analysis and policy advice on **credit** rating trends and developments.

## FINANCE POLICY BRANCH

INVESTMENT POLICY AND OPERATIONS  
RESEARCH SECTION

TREASURY 12

Frost Bldg. N., 3rd Flr.  
Queen's Park, Toronto M7A 1Y7  
416-965-5786

The Investment Policy and Operations Research Section provides analytical and advisory support for the management of the province's cash resources, **investments** and safekeeping operations. Developing and implementing computer-based financial and analytical systems in support of cash, asset and debt management functions comprise a significant part of the section's activities.

## OFFICE OF THE BUDGET AND INTERGOVERNMENTAL FINANCE

INTERGOVERNMENTAL FINANCE POLICY  
BRANCH

TREASURY 13

Frost Bldg. S., 5th Flr.  
Queen's Park, Toronto M7A 1Y7  
416-965-3505

Branch activities focus on financial transfers from the federal government to Ontario and from Ontario to its local governments. The branch monitors, analyzes and negotiates **federal-provincial** agreements; offers information and advice on trends in fiscal federalism; monitors and supplies policy advice on specific grant issues and the level and distribution of grants to **municipalities** and **school boards**; and provides a comprehensive perspective on each sector, and an integrated approach to financial issues involving all three levels of government. Specific responsibilities include established programs financing, equalization and review of federal-provincial cost-sharing.

The branch also contributes to the formulation of Ontario's overall income security and pension policy. Research, analysis and policy development are coordinated within Treasury and Economics and, when appropriate, across other ministries. Specific responsibilities include policies concerning the Canada Pension Plan and GAINS-A (416-965-2194).

## FISCAL PLANNING POLICY BRANCH

TREASURY 14

Frost Bldg. S., 4th Flr.  
Queen's Park, Toronto M7A 1Y7  
416-965-5171

The Fiscal Planning Policy Branch coordinates and prepares the province's revenue and expenditure plan, which is published annually in the **Budget** and updated quarterly in **Ontario Finances**.

## TAXATION POLICY BRANCH

TREASURY 15

Frost Bldg. S., 4th Flr.  
Queen's Park, Toronto M7A 1Y7  
416-965-5058

The **Taxation** Policy Branch monitors Ontario's tax system, analyzes alternative tax options, and makes recommendations on the appropriate level and mix of taxation in the province.

**OFFICE OF ECONOMIC POLICY****MACROECONOMIC POLICY GROUP**

TREASURY 16

Frost Bldg. N., 6th Flr.  
 Queen's Park, Toronto M7A 1Z1  
 416-965-6616

The Macroeconomic Policy Group provides information, **research** and advice regarding issues and trends in provincial **economic** activity. In particular, the group is responsible for the following areas: short and medium-term economic forecasts; economic impact of monetary and fiscal policy developments; industrial and business policy; **international** trade; competition policy; research and development; and small business policies.

**SECTORAL AND REGIONAL POLICY BRANCH**

TREASURY 17

Frost Bldg. N., 4th Flr.  
 Queen's Park, Toronto M7A 1Y7  
 416-965-6566

The Sectoral and Regional Policy Branch provides **research**, policy options and support for economic development of the regions and specific sectors of Ontario's economy. Analysis, administration and delivery of the Ministry's **Community Economic Transformation Agreements (CETA)** program (965-7078), and negotiations with federal and provincial ministries on cost-shared agreements for **economic** development of the province, are coordinated by this branch. It offers advice on **statistical** policy, represents the province in negotiations with Statistics Canada, and provides Treasury and Economics and other ministries with statistical information (965-0955) for policy development.

**ECONOMIC POLICY BRANCH**

TREASURY 18

Frost Bldg. N., 5th Flr.  
 Queen's Park, Toronto M7A 1Z1  
 416-965-2999

The Economic Policy Branch conducts **research** and develops **economic** policy options in the following areas: **labour** markets and compensation (including job creation, layoffs, youth and older worker unemployment, wage settlements in the private and public sectors, and the institutional setting of collective bargaining); employment income and **women's** issues (including social assistance, child care, pay equity, education and training, Workers Compensation, broader public sector compensation, and overall distribution of income); and **demographics** (including the production of provincial and county population projections, trend analysis, and the economic and fiscal implications of changes in population, households and family structure).

**AGENCIES**

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Treasury and Economics are listed below. Contact the legal services or communications branch for unlisted agencies.



## ONTARIO MUNICIPAL IMPROVEMENT CORPORATION

TREASURY 19

Frost Bldg. N., 2nd Flr., Rm. 241  
 Queen's Park, Toronto M7A 1Y7  
 416-965-6568

Established in 1950, the Ontario Municipal Improvement Corporation (OMIC) may purchase debentures from smaller municipalities (population under 20,000) or school boards, on a last resort basis, if they are unable to sell to advantage elsewhere. The Corporation also advises potential borrowers on public markets and the expectations of private investors. OMIC's lending rate varies periodically with market fluctuations, and contemporary rates are available on request.

## STADIUM CORPORATION OF ONTARIO LIMITED

TREASURY 20

277 Front St., W., Ste. 930  
 Toronto M5V 2X4  
 416-963-3513

The Stadium Corporation of Ontario is a Crown Corporation held in right of Her Majesty by the Treasurer of Ontario. Its purpose is the construction and operation of a retractable-roof, multi-purpose, domed stadium, now known as SkyDome. Operation of the stadium will be the responsibility of a partnership between the Stadium Corporation and a private sector consortium.

## TAX REFORM TASK FORCE

TREASURY 21

Frost Bldg. N., 4th Flr., Rm. 416  
 Queen's Park, Toronto M7A 1Y7  
 416-963-1549

This task force was established in 1987 to coordinate and manage the Ontario Government's response to federal tax reform proposals. Activities include liaison with ministries, agencies, the federal government and other interested parties. The task force is expected to conclude in 1989.

## ACTS

## ACTS

TREASURY 22

The Ministry of Treasury and Economics is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

## Audit Act

## Financial Administration Act

## Ministry of Treasury and Economics Act

## Ontario Economic Council Act

## Ontario Loan Act

## Ontario Municipal Improvement Corporation Act

## Statistics Act

## Supply Act

## MINISTER RESPONSIBLE FOR WOMEN'S ISSUES

### ONTARIO ADVISORY COUNCIL ON WOMEN'S ISSUES

WOMEN 1

880 Bay St., 5th Flr.  
Toronto M7A 1N3  
416-965-5824

The Ontario Advisory Council on Women's Issues advises the Ontario Government, through the Minister, on matters pertaining to the status of **women** in Ontario. The Council, which consists of sixteen members appointed by Order-in-Council, evaluates and monitors existing legislation, policies and programs related to the needs and status of women. Activities include identifying specific areas requiring government attention; recommending legislation and program changes; consulting with groups throughout Ontario to stimulate public discussion; and responding to requests from government ministers for advice and consultation on matters relating to women. The Council reports annually to the Legislature through the Minister.

### ONTARIO WOMEN'S DIRECTORATE

WOMEN 2

480 University Ave., Ste. 200  
Toronto M5G 1V2  
416-597-4500

Through the Minister Responsible for Women's Issues, the Ontario **Women's Directorate** fosters the economic, social and legal equality of **women** in Ontario. Responsibilities include coordinating and advising on the development, delivery and communication of programs and policies, addressing issues such as family violence and employment equity.

### ONTARIO WOMEN'S DIRECTORATE PROGRAM DEVELOPMENT BRANCH

WOMEN 3

480 University Ave., Ste. 200  
Toronto M7A 1C2  
416-597-4500

The Program Development Branch is responsible for developing and implementing special projects which benefit women in Ontario. Projects include **films**, plays, etc. countering sex-role stereotyping; the **Open Doors** and **Pathmakers** programs linking **students** to role models in non-traditional occupations or fields of study; and a community **grants** program. These initiatives are designed to improve women's access to non-traditional and technology-related employment.

### ONTARIO WOMEN'S DIRECTORATE CONSULTATIVE SERVICES BRANCH

WOMEN 4

480 University Ave., 2nd Flr.  
Toronto M5G 1V2  
416-597-4500

The Consultative Services Branch assists the broader public and private sectors in developing **Employment Equity** policies and programs. Hospitals, municipalities, school boards, colleges and universities receive help with implementation and review of initiatives.

Branch consultants offer planning expertise and technical assistance materials to employers in the private sector.

ONTARIO WOMEN'S DIRECTORATE  
PUBLIC EDUCATION PROGRAMS AND SERVICES  
(PEPS) BRANCH

WOMEN 5

480 University Ave., Ste. 200  
Toronto M5G 1V2  
416-597-4500

107C Johnson Ave.  
Thunder Bay P7B 2V9  
807-475-1481

This branch provides a wide range of internal and external communications and **information services**, including speeches, news releases, media relations, publications, displays and exhibits on women's issues. Major public education campaigns involving television and radio commercials and advertisements are developed and coordinated. The branch also has a **resource centre** which is open to the public.

ONTARIO WOMEN'S DIRECTORATE  
POLICY AND RESEARCH BRANCH

WOMEN 6

480 University Ave., Ste. 200  
Toronto M5G 1V2  
416-597-4500

The Policy and Research Branch acts as a policy and strategy advisor to the Assistant Deputy Minister, the Minister Responsible for Women's Issues, and the Ontario Government on social, economic and legal issues that relate to **women**. The branch also conducts **research**, and provides consultation on policy concerning women's issues to key ministries within the **Ontario Public Service**.

The **Family Violence** Initiatives Unit coordinates government response to **wife assault**; develops initiatives; and liaises with federal, out-of-province and inter-governmental ministries and community groups. Although counselling is not available, individuals are referred to appropriate sources. **Information** brochures and posters in both English and French, and educational materials in several other languages, may be obtained free of charge.

ONTARIO WOMEN'S DIRECTORATE  
FINANCE AND ADMINISTRATIVE SERVICES  
SECTION

WOMEN 7

480 University Ave., Ste. 200  
Toronto M5G 1V2  
416-597-4500

The section coordinates a variety of financial, personnel and administrative functions for the Ontario Women's Directorate, such as: providing payment services to suppliers and other ministries; maintaining the financial and administrative systems; developing financial and administrative standards; reporting on the financial condition of the Directorate; and liaising with Management Board of Cabinet and the Ministry of Government Services.



# Ministerial Responsibility for Acts

- Abandoned Orchards Act (Agriculture & Food)
- Absconding Debtors Act (Attorney General)
- Absentees Act (Attorney General)
- Accidental Fires Act (Attorney General)
- Accumulations Act (Attorney General)
- Administration of Justice Act (Attorney General)
- Age of Majority and Accountability Act (Attorney General)
- Agricultural Associations Act (Agriculture & Food)
- Agricultural Committees Act (Agriculture & Food)
- Agricultural Development Finance Act (Revenue)
- Agricultural Rehabilitation and Development Act (Ontario) (Agriculture & Food)
- Agricultural Representatives Act (Agriculture & Food)
- Agricultural Research Institute of Ontario Act (Agriculture & Food)
- Agricultural Societies Act (Agriculture & Food)
- Agricultural Tile Drainage Installation Act (Agriculture & Food)
- Airports Act (Transportation)
- Alcoholism and Drug Addiction Research Foundation Act (Health)
- Algonquin Forestry Authority Act (Natural Resources)
- Algonquin Provincial Park Extension Act, 1960-61 (Natural Resources)
- Aliens' Real Property Act (Attorney General)
- Ambulance Act (Health)
- Amusement Devices Act, 1986 (Consumer & Commercial Relations)
- An Act To Confirm the Title of the Government of Canada to Certain Lands and Indian Lands, 1915 (Natural Resources)
- An Act for the Settlement of Certain Questions Between the Government of Canada and Ontario Respecting Indian Reserve Lands, 1891 (Natural Resources)
- Anatomy Act (Solicitor General)
- Animals for Research Act (Agriculture & Food)
- Apportionment Act (Consumer & Commercial Relations)
- Apprenticeship and Tradesmen's Qualification Act (Skills Development)
- Arbitrations Act (Attorney General)
- Arboreal Emblem Act, 1984 (Natural Resources)
- Architects Act, 1984 (Attorney General)
- Archives Act (Culture & Communications)
- Art Gallery of Ontario Act (Culture & Communications)
- Artificial Insemination of Livestock Act (Agriculture & Food)
- Arts Council Act (Culture & Communications)
- Assessment Act (Revenue)
- Assessment Review Board Act (Attorney General)
- Assignments and Preferences Act (Consumer & Commercial Relations)
- Athletics Control Act (Consumer & Commercial Relations)
- Audit Act (Treasury & Economics)
- Bail Act (Attorney General)
- Bailiffs Act (Consumer & Commercial Relations)
- Barrie-Innisfil Annexation Act, 1981 (Municipal Affairs)
- Barrie-Vespra Annexation Act, 1984 (Municipal Affairs)
- Barristers Act (Attorney General)
- Beach Protection Act (Natural Resources)
- Beds of Navigable Waters Act (Natural Resources)

- Beef Cattle Marketing Act (Agriculture & Food)  
 Bees Act (Agriculture & Food)  
 Bills of Sale Act (Consumer & Commercial Relations)  
 Blind Persons' Rights Act (Attorney General)  
 Blind Workmen's Compensation Act (Labour)  
 Blue Waters Bridge Act (Transportation)  
 Boating Restriction Regulations (Natural Resources)  
 Boilers and Pressure Vessels Act (Consumer & Commercial Relations)  
 Boundaries Act (Consumer & Commercial Relations)  
 Brantford-Brant Annexation Act, 1980 (Municipal Affairs)  
 Bread Sales Act (Consumer & Commercial Relations)  
 Bridges Act (Transportation)  
 Brock University Act, 1964 (Colleges & Universities)  
 Building Code Act (Housing)  
 Bulk Sales Act (Attorney General)  
 Bull Owners' Liability Act (Agriculture & Food)  
 Business Corporations Act, 1982 (Consumer & Commercial Relations)  
 Business Practices Act (Consumer & Commercial Relations)  
 Business Records Protection Act (Attorney General)  
 Canada Company's Lands Act, 1922 (Natural Resources)  
 Canadian Insurance Exchange Act, 1986 (Financial Institutions)  
 Cancer Act (Health)  
 Cancer Remedies Act (Health)  
 Carleton University Act, 1952 (Colleges & Universities)  
 Cemeteries Act (Consumer & Commercial Relations)  
 Centennial Centre of Science and Technology Act (Culture & Communications)  
 Central Trust Company Act, 1983 (Financial Institutions)  
 Certification of Titles Act (Consumer & Commercial Relations)  
 Change of Name Act (Attorney General)  
 Change of Name Act, 1986 (Consumer & Commercial Relations)  
 Charitable Gifts Act (Attorney General)  
 Charitable Institutions Act (Community & Social Services)  
 Charities Accounting Act (Attorney General)  
 Child and Family Services Act, 1984 (Community & Social Services)  
 Child Welfare Municipal Payments Continuance Act, 1976 (Community & Social Services)  
 Child Welfare Validation of Adoption Orders Act, 1980 (Community & Social Services)  
 Children's Law Reform Act (Attorney General)  
 Chiropody Act (Health)  
 City of Cornwall Annexation Act, 1974 (Municipal Affairs)  
 City of Gloucester Act, 1980 (Municipal Affairs)  
 City of Hamilton Act, 1975 (Municipal Affairs)  
 City of Hazeldean-March Act, 1978 (Municipal Affairs)  
 City of Nepean Act, 1978 (Municipal Affairs)  
 City of Ottawa Road Closing & Conveyance Validation Act, 1981 (Municipal Affairs)  
 City of Port Colborne Act, 1974 (Municipal Affairs)  
 City of Sudbury Hydro-Electric Service Act, 1980 (Municipal Affairs)  
 City of Thorold Act, 1975 (Municipal Affairs)

- City of Thunder Bay Act, 1968-69  
(formerly City of Lakehead Act,  
1968-69, c. 45) (Municipal Affairs)
- City of Timmins-Porcupine Act, 1972  
(Municipal Affairs)
- City of Toronto 1981 Assessment  
Complaints Act, 1982 (Revenue)
- Collection Agencies Act (Consumer &  
Commercial Relations)
- Colleges Collective Bargaining Act,  
R.S.O. 1980 (Colleges & Universities)
- Commercial Tenancies Act (Requires  
Proclamation) (Attorney General)
- Commissioners for taking Affidavits  
Act (Attorney General)
- Commodity Board Members Act  
(Agriculture & Food)
- Commodity Boards and Marketing  
Agencies Act (Agriculture & Food)
- Commodity Futures Act (Financial  
Institutions)
- Community Psychiatric Hospitals Act  
(Health)
- Community Recreation Centres Act  
(Tourism & Recreation)
- Commuter Services Act  
(Transportation)
- Compensation for Victims of Crime  
Act (Attorney General)
- Compulsory Automobile Insurance Act  
(Financial Institutions)
- Condominium Act (Consumer &  
Commercial Relations)
- Conservation Authorities Act (Natural  
Resources)
- Consolidated Hearings Act, 1981  
(Environment)
- Construction Lien Act, 1983 (Attorney  
General)
- Consumer Protection Act (Consumer &  
Commercial Relations)
- Consumer Protection Bureau Act  
(Consumer & Commercial Relations)
- Consumer Reporting Act (Consumer &  
Commercial Relations)
- Conveyancing and Law of Property Act  
(Attorney General)
- Cooperative Corporations Act  
(Financial Institutions)
- Cooperative Loans Act (Agriculture &  
Food)
- Coroners Act (Solicitor General)
- Corporation Securities Registration Act  
(Consumer & Commercial Relations)
- Corporations Act (Consumer &  
Commercial Relations)
- Corporations Information Act  
(Consumer & Commercial Relations)
- Corporations Tax Act (Revenue)
- Costs of Distress Act (Attorney  
General)
- County of Haliburton Act, 1982  
(Municipal Affairs)
- County of Oxford Act (Municipal  
Affairs)
- Courts of Justice Act, 1984 (Attorney  
General)
- Credit Unions and Caisses Populaires  
Act (Financial Institutions)
- Creditors' Relief Act (Attorney  
General)
- Crop Insurance Act Ontario  
(Agriculture & Food)
- Crown Administration of Estates Act  
(Attorney General)
- Crown Agency Act (Attorney General)
- Crown Attorneys Act (Attorney  
General)
- Crown Employees Collective  
Bargaining Act (Labour)
- Crown Timber Act (Natural Resources)
- Crown Trust Company Act, 1983  
(Financial Institutions)
- Crown Witnesses Act (Attorney  
General)
- Dangerous Goods Transportation Act,  
1981 (Transportation)
- Day Nurseries Act (Community &  
Social Services)
- Dead Animal Disposal Act (Agriculture  
& Food)



- Debt Collectors Act (Consumer & Commercial Relations)
- Degree Granting Act, 1983 (Colleges & Universities)
- Dental Technicians Act (Health)
- Denture Therapists Act (Health)
- Deposits Regulation Act (Financial Institutions)
- Development Corporations Act, 1984 (Industry, Trade & Technology)
- Developmental Services Act (Community & Social Services)
- Discriminatory Business Practices Act (Consumer & Commercial Relations)
- Disorderly Houses Act (Attorney General)
- District Municipality of Muskoka Act (Municipal Affairs)
- District of Parry Sound Local Government Act, 1979 (Municipal Affairs)
- District Welfare Administration Boards Act (Community & Social Services)
- Dog Licensing and Livestock and Poultry Protection Act (Agriculture & Food)
- Dog Owner's Liability Act (Attorney General)
- Drainage Act (Agriculture & Food)
- Drugless Practitioners Act (Health)
- Edible Oil Products Act (Agriculture & Food)
- Education Act (Education)
- Egress from Public Buildings Act (Solicitor General)
- Elderly Persons Centres Act (Community & Social Services)
- Elderly Persons' Housing Aid Act (Housing)
- Election Act, 1984 (Office of the Assembly)
- Election Finances Act, 1986 (Office of the Assembly)
- Elevating Devices Act (Consumer & Commercial Relations)
- Emergency Plans Act, 1983 (Solicitor General)
- Employment Agencies Act (Labour)
- Employment Standards Act (Labour)
- Endangered Species Act (Natural Resources)
- Energy Act (Consumer & Commercial Relations)
- English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986 (Attorney General)
- Environmental Assessment Act (Environment)
- Environmental Protection Act (Environment)
- Escheats Act (Attorney General)
- Essex County French-language Secondary School Act, 1977 (Education)
- Estates Administration Act (Attorney General)
- Evidence Act (Attorney General)
- Execution Act (Attorney General)
- Executive Council Act (Premier's Office)
- Expropriations Act (Attorney General)
- Extra-Provincial Corporations Act, 1984 (Consumer & Commercial Relations)
- Factors Act (Consumer & Commercial Relations)
- Family Benefits Act (Community & Social Services)
- Family Law Act, 1986 (Attorney General)
- Farm Income Stabilization Act (Agriculture & Food)
- Farm Products Containers Act (Agriculture & Food)
- Farm Products Grades and Sales Act (Agriculture & Food)
- Farm Products Marketing Act (Agriculture & Food)
- Farm Products Payments Act (Agriculture & Food)

- Ferries Act (Transportation)
- Financial Administration Act (Treasury & Economics)
- Fines and Forfeitures Act (Attorney General)
- Fire Accidents Act (Solicitor General)
- Fire Departments Act (Solicitor General)
- Fire Fighters Exemption Act (Solicitor General)
- Fire Marshals Act (Solicitor General)
- Fish Inspection Act (Natural Resources)
- Fisheries Act (Canada-Ontario Fishery Regulations) (Natural Resources)
- Fisheries Industrial Development Act (Natural Resources)
- Fisheries Loans Act (Natural Resources)
- Flag Act (Government Services)
- Floral Emblem Act (Government Services)
- Fluoridation Act (Health)
- Foreign Cultural Objects Immunity from Seizure Act (Culture & Communications)
- Forest Fires Prevention Act (Natural Resources)
- Forest Tree Pest Control Act (Natural Resources)
- Forestry Act (Natural Resources)
- Fraudulent Conveyances Act (Attorney General)
- Fraudulent Debtors Arrest Act (Attorney General)
- Freedom of Information and Protection of Privacy Act, 1987 (Attorney General)
- French Language Services Act, 1986 (Francophone Affairs)
- Freshwater Fish Marketing Act (Ontario) (Natural Resources)
- Frustrated Contracts Act (Attorney General)
- Fuel Tax Act, 1981 (in force Sept. 1, 1982) (Revenue)
- Funeral Services Act (Health)
- Fur Farms Act (Agriculture & Food)
- Game and Fish Act (Natural Resources)
- Gaming Act (Attorney General)
- Gananoque Lands Act, 1961-62 (Natural Resources)
- Gas and Oil Leases Act (Natural Resources)
- Gasoline Handling Act (Consumer & Commercial Relations)
- Gasoline Tax Act (Revenue)
- General Welfare Assistance Act (Community & Social Services)
- George R. Gardiner Museum of Ceramic Art Act, 1981 (Culture & Communications)
- Government Contracts Hours and Wages Act (Labour)
- Grain Elevator Storage Act (Agriculture & Food)
- Guarantee Companies Securities Act (Financial Institutions)
- Habeas Corpus Act (Attorney General)
- Healing Arts Radiation Protection Act (Health)
- Health Care Accessibility Act, 1986 (Health)
- Health Disciplines Act (Health)
- Health Facilities Special Orders Act, 1983 (Health)
- Health Insurance Act (Health)
- Health Protection and Promotion Act, 1983 (Health)
- Highway Traffic Act (Transportation)
- Historical Parks Act (Tourism & Recreation)
- Homemakers and Nurses Services Act (Community & Social Services)
- Homes for Retarded Persons Act (Community & Social Services)
- Homes for Special Care Act (Health)
- Homes for the Aged and Rest Homes Act (Community & Social Services)
- Horticultural Societies Act (Agriculture & Food)
- Hospital Labour Disputes Arbitration Act (Labour)

- Hospitals and Charitable Institutions  
 Inquiries Act (Attorney General)  
 Hotel Fire Safety Act (Solicitor  
 General)  
 Hotel Registration of Guests Act  
 (Attorney General)  
 Housing Development Act (Housing)  
 Human Rights Code, 1981  
 (Citizenship)  
 Human Tissue Gift Act (Solicitor  
 General)  
 Hunter Damage Compensation Act  
 (Agriculture & Food)  
 Hypnosis Act (Health)  
 Immunization of School Pupils Act,  
 1982 (Health)  
 Income Tax Act (Revenue)  
 Indian Lands Act, 1924 (Natural  
 Resources)  
 Indian Welfare Services Act  
 (Community & Social Services)  
 Industrial and Mining Lands  
 Compensation Act (Natural  
 Resources)  
 Industrial Standards Act (Labour)  
 Innkeepers Act (Attorney General)  
 Insurance Act (Financial Institutions)  
 International Bridges Municipal  
 Payments Act, 1981 (Municipal  
 Affairs)  
 Interpretation Act (Attorney General)  
 Interprovincial Subpoenas Act  
 (Attorney General)  
 Investment Contracts Act (Financial  
 Institutions)  
 Jewish Family and Child Service of  
 Metropolitan Toronto Act  
 (Community & Social Services)  
 John Graves Simcoe Memorial  
 Foundation Act (Culture &  
 Communications)  
 Judicial Review Procedure Act  
 (Attorney General)  
 Junior Farmers Establishment Act  
 (Agriculture & Food)  
 Juries Act (Attorney General)  
 Justices of the Peace Act (Attorney  
 General)  
 Laboratory and Specimen Collection  
 Centre Licencing Act (Health)  
 Labour Relations Act (Labour)  
 Lac Seul Conservation Act, 1928  
 (Natural Resources)  
 Lake of the Woods Control Board Act,  
 1922 (Natural Resources)  
 Lake Superior Board of Education Act,  
 1976 (Education)  
 Lakehead University Act, 1965  
 (Colleges & Universities)  
 Lakes and Rivers Improvement Act  
 (Natural Resources)  
 Land Registration Reform Act, 1984  
 (Consumer & Commercial Relations)  
 Land Titles Act (Consumer &  
 Commercial Relations)  
 Land Transfer Tax Act (Revenue)  
 Landlord and Tenant Act - see  
 Commercial Tenancies Act (Attorney  
 General)  
 Laurentian University of Sudbury Act,  
 1960 (Colleges & Universities)  
 Law Society Act (Attorney General)  
 Leeds and Grenville County Board of  
 Education and Teachers Dispute Act,  
 1981 (Education)  
 Legal Aid Act (Attorney General)  
 Legislative Assembly Act (Office of the  
 Assembly)  
 Legislative Assembly Retirement  
 Allowances Act (Office of the  
 Assembly)  
 Libel and Slander Act (Attorney  
 General)  
 Lieutenant Governor Act (Premier's  
 Office)  
 Lightning Rods Act (Solicitor General)  
 Limitations Act (Attorney General)  
 Limited Partnerships Act (Consumer &  
 Commercial Relations)  
 Line Fences Act (Municipal Affairs)  
 Liquor Control Act (Consumer &  
 Commercial Relations)



- Liquor Licence Act (Consumer & Commercial Relations)
- Livestock and Livestock Products Act (Agriculture & Food)
- Livestock Branding Act (Agriculture & Food)
- Livestock Community Sales Act (Agriculture & Food)
- Livestock Medicines Act (Agriculture & Food)
- Loan and Trust Corporations Act (Financial Institutions)
- Local Improvement Act (Municipal Affairs)
- Local Roads Boards Act (Transportation)
- Local Services Boards Act (Northern Development & Mines)
- Lord's Day (Ontario) Act (Attorney General)
- Management Board of Cabinet Act, 1971 (Management Board of Cabinet)
- Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958 (Natural Resources)
- Marine Insurance Act (Financial Institutions)
- Marriage Act (Consumer & Commercial Relations)
- Massey-Ferguson Limited Act, 1981 (Industry, Trade & Technology)
- Master and Servant Act (Attorney General)
- McMaster University Act, 1976 (Colleges & Universities)
- McMichael Canadian Collection Act (Culture & Communications)
- Meat Inspection Act (Ontario) (Agriculture & Food)
- Mechanics' Lien Act (Attorney General)
- Mental Health Act (Health)
- Mental Hospitals Act (Health)
- Mental Incompetency Act (Attorney General)
- Mercantile Law Amendment Act (Attorney General)
- Metropolitan Toronto Police Force Complaints Act, 1984 (Attorney General)
- Migratory Birds Convention Act (Canada) - Ontario Regulations (Natural Resources)
- Milk Act (Agriculture & Food)
- Mineral Emblem Act (Natural Resources)
- Mining Act (Northern Development & Mines)
- Mining Tax Act (Revenue)
- Ministry of Agriculture and Food Act (Agriculture & Food)
- Ministry of the Attorney General Act (Attorney General)
- Ministry of Citizenship and Culture Act (Culture & Communications)
- Ministry of Colleges & Universities Act, R.S.O. 1980 (Colleges & Universities)
- Ministry of Community and Social Services Act (Community & Social Services)
- Ministry of Consumer and Commercial Relations Act (Consumer & Commercial Relations)
- Ministry of Correctional Services Act, as amended (Correctional Services)
- Ministry of Energy Act (Energy)
- Ministry of the Environment Act (Environment)
- Ministry of Government Services Act, R.S.O. 1980 and Amendments (Government Services)
- Ministry of Health Act (Health)
- Ministry of Industry and Trade Act, 1982 (Industry, Trade & Technology)
- Ministry of Intergovernmental Affairs Act (Intergovernmental Affairs)
- Ministry of Labour Act (Labour)
- Ministry of Municipal Affairs and Housing Act, 1981 (Municipal Affairs) (Housing)

- Ministry of Natural Resources Act  
(Natural Resources)
- Ministry of Northern Affairs Act  
(Northern Development & Mines)
- Ministry of Revenue Act (Revenue)
- Ministry of the Solicitor General Act  
(Solicitor General)
- Ministry of Tourism & Recreation Act,  
1982 (Tourism & Recreation)
- Ministry of Transportation &  
Communications Act  
(Transportation)
- Ministry of Transportation &  
Communications Creditors Payment  
Act (Transportation)
- Ministry of Treasury & Economics Act  
(Treasury & Economics)
- Minors' Protection Act (Attorney  
General)
- Moosonee Development Area Board  
Act (Municipal Affairs)
- Mortgage Brokers Act (Financial  
Institutions)
- Mortgages Act (Attorney General)
- Motor Vehicle Accident Claims Act  
(Financial Institutions)
- Motor Vehicle Dealers Act (Consumer  
& Commercial Relations)
- Motorized Snow Vehicles Act  
(Transportation)
- Municipal Act (Municipal Affairs)
- Municipal Affairs Act (Municipal  
Affairs)
- Municipal and School Tax Credit  
Assistance Act Subsection 2(3) (4) (5)  
and (6) (Municipal Affairs)
- Municipal Arbitrations Act (Municipal  
Affairs)
- Municipal Boundary Negotiations Act,  
1981 (Municipal Affairs)
- Municipal Conflict of Interest Act, 1983  
(Municipal Affairs)
- Municipal Corporations Quieting  
Orders Act (Municipal Affairs)
- Municipal Elderly Residents' Assistance  
Act (Municipal Affairs)
- Municipal Elections Act (Municipal  
Affairs)
- Municipal Electric Railways Act  
(Transportation)
- Municipal Franchises Act (Municipal  
Affairs)
- Municipal Health Services Act (Health)
- Municipal Interest and Discount Rates  
Act, 1982 (Municipal Affairs)
- Municipal Payments in Lieu of Taxes  
Statute Law Amendment Act, 1984  
(Municipal Affairs)
- Municipal Private Acts Repeal Act,  
1983 (Municipal Affairs)
- Municipal Subsidies Adjustment  
Repeal Act, 1976 (Municipal Affairs)
- Municipal Tax Assistance Act  
(Municipal Affairs)
- Municipal Tax Sales Act, 1984  
(Municipal Affairs)
- Municipal Unemployment Relief Act  
(Municipal Affairs)
- Municipal Works Assistance Act  
(Municipal Affairs)
- Municipality of Metropolitan Toronto  
Act (Municipal Affairs)
- Municipality of Shuniah Act, 1936  
(Municipal Affairs)
- Muskoka & Parry Sound Telephone  
Co. Limited Acquisition Act, 1978  
(Culture & Communications)
- National Radio Observatory Act,  
1962-63 (Natural Resources)
- Negligence Act (Attorney General)
- Niagara Escarpment Planning &  
Development Act (Municipal Affairs)
- Niagara Parks Act (Tourism &  
Recreation)
- Non-resident Agricultural Land  
Interests Registration Act  
(Agriculture & Food)
- North Georgian Bay Recreational  
Reserve Act, 1962-63 (Natural  
Resources)
- Notaries Act (Attorney General)
- Nursing Homes Act (Health)

- Occupational Health and Safety Act (Labour)
- Occupiers' Liability Act (Attorney General)
- Official Notices Publication Act (Government Services)
- Off-Road Vehicles Act, 1983 (Transportation)
- Oleomargarine Act (Agriculture & Food)
- Ombudsman Act (Office of the Assembly)
- One Day's Rest in Seven Act (Labour)
- Ontario Agricultural Museum Act (Agriculture & Food)
- Ontario College of Art Act, 1968-69 (Colleges & Universities)
- Ontario Credit Union League Limited Act, 1972 (unconsolidated and unrepealed) (Financial Institutions)
- Ontario Deposit Insurance Corporation Act (Financial Institutions)
- Ontario Drug Benefit Act, 1986 (Health)
- Ontario Economic Council Act (Treasury & Economics)
- Ontario Educational Communications Authority Act (Culture & Communications)
- Ontario Energy Board Act (Energy)
- Ontario Energy Corporation Act (Energy)
- Ontario Food Terminal Act (Agriculture & Food)
- Ontario Geographic Names Board Act (Natural Resources)
- Ontario Guaranteed Annual Income Act (Revenue)
- Ontario Harbours Agreement Act, 1962-63 (Natural Resources)
- Ontario Heritage Act (Culture & Communications)
- Ontario Highway Transport Board Act (Transportation)
- Ontario Housing Corporation Act (Housing)
- Ontario Institute for Studies in Education Act (Education)
- Ontario Land Corporation Act (Government Services)
- Ontario Law Reform Commission Act (Attorney General)
- Ontario Loan Act (Treasury & Economics)
- Ontario Lottery Corporation Act (Tourism & Recreation)
- Ontario Mental Health Foundation Act (Health)
- Ontario Mineral Exploration Program Act (Northern Development & Mines)
- Ontario Municipal Board Act (Attorney General)
- Ontario Municipal Employees Retirement System Act (Municipal Affairs)
- Ontario Municipal Improvement Corporation Act (Treasury & Economics)
- Ontario New Home Warranties Plan Act (Consumer & Commercial Relations)
- Ontario Northland Transportation Commission Act (Northern Development & Mines)
- Ontario Pensioners Property Tax Assistance Act (Revenue)
- Ontario Place Corporation Act (Tourism & Recreation)
- Ontario Planning and Development Act (Municipal Affairs)
- Ontario Regulation 241/84 - Ontario International Corporation (Industry, Trade & Technology)
- Ontario Regulation 550/86- Innovation Ontario Corporation (Industry, Trade & Technology)
- Ontario School Trustees' Council Act (Education)
- Ontario Society for the Prevention of Cruelty to Animals Act (Solicitor General)



- Ontario Telephone Development Corporation Act (Culture & Communications)
- Ontario Transportation Development Corporation Act (Transportation)
- Ontario Unconditional Grants Act (Municipal Affairs)
- Ontario Waste Management Corporation Act, 1981 (Environment)
- Ontario Water Resources Act (Environment)
- Ontario Water Resources Act, subsections 44 (2) (a), (b) and (c) and sections 45 to 48 inclusive (Housing)
- Ontario Youth Employment Act (Skills Development)
- Operating Engineers Act (Consumer & Commercial Relations)
- Ophthalmic Dispensers Act (Health)
- Osgoode Hall Law School Scholarships Act, 1968-69 (Colleges & Universities)
- Ottawa-Carleton Amalgamations and Elections Act, 1973 (Municipal Affairs)
- Ottawa River Water Powers Act, 1943 (Natural Resources)
- Paperback and Periodical Distributors Act (Consumer & Commercial Relations)
- Parks Assistance Act (Natural Resources)
- Parkway Belt Planning and Development Act (Municipal Affairs)
- Partition Act (Attorney General)
- Partnerships Act (Consumer & Commercial Relations)
- Partnerships Registration Act (Consumer & Commercial Relations)
- Pawnbrokers Act (Attorney General)
- Pay Equity Act, 1987 (Labour)
- Pension Benefits Act (Financial Institutions)
- Perpetuities Act (Attorney General)
- Personal Property Security Act (Consumer & Commercial Relations)
- Pesticides Act (Environment)
- Petroleum Products Price Freeze Act, 1975 (unconsolidated and unrepealed) (Consumer & Commercial Relations)
- Petroleum Resources Act (Natural Resources)
- Pits and Quarries Control Act (Natural Resources)
- Planning Act, 1983 (Municipal Affairs)
- Planning Statute Law Amendment Act, 1983 (Municipal Affairs)
- Plant Diseases Act (Agriculture & Food)
- Police Act (Solicitor General)
- Police Village of St. George Act, 1980 (Municipal Affairs)
- Policy and Priorities Board of Cabinet Act (Premier's Office)
- Pounds Act (Agriculture & Food)
- Power Corporation Act (Energy)
- Power Corporation Insurance Act (Energy)
- Powers of Attorney Act (Attorney General)
- Prearranged Funeral Services Act (Consumer & Commercial Relations)
- Prepaid Hospital and Medical Services Act (Financial Institutions)
- Prescription Drug Cost Regulation Act, 1986 (Health)
- Private Hospitals Act (Health)
- Private Investigators and Security Guards Act (Solicitor General)
- Private Sanatoria Act (Health)
- Private Vocational Schools Act, R.S.O. 1980 (Colleges & Universities)
- Proceedings Against the Crown Act (Attorney General)
- Professional Engineers Act, 1984 (Attorney General)
- Property and Civil Rights Act (Attorney General)
- Provincial Auctioneers Act (Agriculture & Food)

- Provincial Land Tax Act (Revenue)
- Provincial Offences Act (Attorney General)
- Provincial Parks Act (Natural Resources)
- Provincial Parks Tax Assistance Act (Municipal Affairs)
- Provincial Schools Negotiations Act (Education)
- Psychologists Registration Act (Health)
- Public Accountancy Act (Attorney General)
- Public Authorities Protection Act (Attorney General)
- Public Commercial Vehicles Act (Transportation)
- Public Halls Act (Attorney General)
- Public Hospitals Act (Health)
- Public Inquiries Act (Attorney General)
- Public Institutions Inspection Act (Attorney General)
- Public Lands Act (Natural Resources)
- Public Libraries Act (Culture & Communications)
- Public Officers Act (Attorney General)
- Public Parks Act (Municipal Affairs)
- Public Service Act, 1981 (Management Board of Cabinet)
- Public Service Superannuation Act (Management Board of Cabinet)
- Public Service Works on Highways Act (Transportation)
- Public Transportation and Highways Improvement Act (Transportation)
- Public Trustee Act (Attorney General)
- Public Utilities Act (Municipal Affairs)
- Public Utilities Corporations Act (Municipal Affairs)
- Public Vehicles Act (Transportation)
- Public Works Protection Act (Solicitor General)
- Race Tracks Tax Act (Revenue)
- Racing Commission Act (Consumer & Commercial Relations)
- Radiological Technicians Act (Health)
- Railways Act (Transportation)
- Real Estate and Business Brokers Act (Consumer & Commercial Relations)
- Reciprocal Enforcement of Judgments Act (Attorney General)
- Reciprocal Enforcement of Judgments (U.K.) Act, 1984 (Attorney General)
- Reciprocal Enforcement of Maintenance Orders Act, 1982 (Attorney General)
- Regional Municipality of Durham Act (Municipal Affairs)
- Regional Municipality of Haldimand-Norfolk Act (Municipal Affairs)
- Regional Municipality of Halton Act (Municipal Affairs)
- Regional Municipality of Hamilton-Wentworth Act (Municipal Affairs)
- Regional Municipality of Niagara Act (Municipal Affairs)
- Regional Municipality of Ottawa-Carleton Act (Municipal Affairs)
- Regional Municipality of Ottawa-Carleton Land Acquisition Act, 1980 (Municipal Affairs)
- Regional Municipality of Peel Act (Municipal Affairs)
- Regional Municipality of Sudbury Act (Municipal Affairs)
- Regional Municipality of Sudbury Statute Law Amendment Act, 1986 (Municipal Affairs)
- Regional Municipality of Waterloo Act (Municipal Affairs)
- Regional Municipality of York Act (Municipal Affairs)
- Registered Insurance Brokers Act (Financial Institutions)
- Registry Act (Consumer & Commercial Relations)
- Regulations Act (Attorney General)
- Religious Freedom Act (Attorney General)



- Religious Organizations' Lands Act  
 (Attorney General)  
 Rental Housing Protection Act, 1986  
 (Housing)  
 Representation Act (Premier's Office)  
 Research Foundation Act, 1944  
 (Industry, Trade & Technology)  
 Residential Complex Sales  
 Representation Act, 1983 (Consumer  
 & Commercial Relations)  
 Residential Complexes Financing Costs  
 Restraints Act, 1982 (Housing)  
 Residential Rent Regulation Act, 1986  
 (Housing)  
 Residential Tenancies Act, 1980  
 (Housing)  
 Retail Business Holidays Act (Solicitor  
 General)  
 Retail Sales Tax Act (Revenue)  
 Revised Statutes Confirmation Act,  
 1981 (Attorney General)  
 Riding Horse Establishments Act  
 (Agriculture & Food)  
 Rights of Labour Act (Labour)  
 Road Access Act (Municipal Affairs)  
 Royal Botanical Gardens Act, 1941, as  
 amended (Culture &  
 Communications)  
 Royal Ontario Museum Act (Culture &  
 Communications)  
 Rural Housing Assistance Act  
 (Housing)  
 Rural Hydro-Electric Distribution Act  
 (Energy)  
 Rural Power District Loans Act  
 (Energy)  
 Ryerson Polytechnical Institute Act,  
 1977 (Colleges & Universities)  
 Sale of Goods Act (Attorney General)  
 School Boards and Teachers Collective  
 Negotiations Act (Education)  
 School Trust Conveyances Act  
 (Education)  
 Science North Act (Culture &  
 Communications)  
 Securities Act (Financial Institutions)  
 Seed Potatoes Act (Agriculture & Food)  
 Seine River Diversion Act, 1952  
 (Natural Resources)  
 Settled Estates Act (Attorney General)  
 Settlers' Pulpwood Protection Act  
 (Natural Resources)  
 Sheep and Wool Marketing Act, 1981  
 (Agriculture & Food)  
 Sheriffs Act (Attorney General)  
 Shoreline Property Assistance Act  
 (Municipal Affairs)  
 Short Forms of Conveyances Act  
 (Attorney General)  
 Short Forms of Leases Act (Attorney  
 General)  
 Short Forms of Mortgages Act  
 (Attorney General)  
 Small Business Development  
 Corporations Act (Revenue)  
 Snow Roads and Fences Act (Municipal  
 Affairs)  
 Soldiers' Aid Commission Act  
 (Community & Social Services)  
 Soldiers' Aid Commission Amendment  
 Act, 1970 (Community & Social  
 Services)  
 Solicitors Act (Attorney General)  
 Spruce Pulpwood Exportation Act  
 (Natural Resources)  
 St. Clair Parkway Commission Act  
 (Tourism & Recreation)  
 St. Lawrence Parks Commission Act  
 (Tourism & Recreation)  
 Statistics Act (Treasury & Economics)  
 Statute of Frauds (Attorney General)  
 Statute Labour Act (Municipal Affairs)  
 Statute Labour Act (Part)  
 (Transportation)  
 Statutes Act (Attorney General)  
 Statutory Powers Procedure Act  
 (Attorney General)  
 Steep Rock Iron Ore Development Act  
 1949 (Natural Resources)  
 Stock Yards Act (Agriculture & Food)  
 Succession Law Reform Act (Attorney  
 General)



- Successor Rights (Crown Transfers Act), 1977 (Management Board of Cabinet)  
 Sunnybrook Hospital Act, 1966 (Colleges & Universities)  
 Superannuation Adjustment Benefits Act (Management Board of Cabinet)  
 Supply Act (Treasury & Economics)  
 Support & Custody Orders Enforcement Act, 1985 (Attorney General)  
 Surrogate Courts Act (Attorney General)  
 Surveyors Act (Natural Resources)  
 Surveys Act (Natural Resources)  
 Tax Sales Confirmation Act, 1974 (Municipal Affairs)  
 Teachers' Superannuation Act (Education)  
 Teaching Profession Act (Education)  
 Technology Centres Act, 1982 (Industry, Trade & Technology)  
 Telephone Act (Culture & Communications)  
 Territorial Division Act (Municipal Affairs)  
 Theatres Act (Consumer & Commercial Relations)  
 Ticket Speculation Act (Attorney General)  
 Tile Drainage Act (Agriculture & Food)  
 Time Act (Attorney General)  
 Tobacco Tax Act (Revenue)  
 Toll Bridges Act (Transportation)  
 Tom Longboat Act, 1980 (Municipal Affairs)  
 Topsoil Preservation Act (Agriculture & Food)  
 Toronto Area Transit Operating Authority Act (Transportation)  
 Toronto District Heating Corporation Act, 1980 (Municipal Affairs)  
 Toronto Futures Exchange Act, 1983 (Financial Institutions)  
 Toronto Islands Act, 1980 (Municipal Affairs)  
 Toronto Stock Exchange Act, 1982 (Financial Institutions)  
 Tourism Act (Tourism & Recreation)  
 Town of Wasaga Beach Act, 1973 (Municipal Affairs)  
 Township of North Plantagenet Act, 1976 (Municipal Affairs)  
 Township of Pelee Act, 1978 (Transportation)  
 Travel Industry Act (Consumer & Commercial Relations)  
 Trees Act (Natural Resources)  
 Trent University Act, 1962-63 (Colleges & Universities)  
 Trespass to Property Act (Attorney General)  
 Trustee Act (Attorney General)  
 Unclaimed Articles Act (Consumer & Commercial Relations)  
 Unconscionable Transactions Relief Act (Attorney General)  
 University Expropriation Powers Act (Attorney General)  
 University of Guelph Act, 1964 (Colleges & Universities)  
 University of Ottawa Act, 1965 (Colleges & Universities)  
 University of Toronto Act, 1971 (Colleges & Universities)  
 University of Waterloo Act, 1972 (Colleges & Universities)  
 University of Western Ontario Act, 1982 (Colleges & Universities)  
 University of Windsor Act, 1962-63 (Colleges & Universities)  
 Upholstered and Stuffed Articles Act (Consumer & Commercial Relations)  
 Urban Transportation Development Corporation Ltd. Act (Transportation)  
 Variation of Trusts Act (Attorney General)  
 Vendors and Purchasers Act (Attorney General)  
 Veterinarians Act (Agriculture & Food)

Vital Statistics Act (Consumer &  
Commercial Relations)  
Vocational Rehabilitation Services Act  
(Community & Social Services)  
Wages Act (Attorney General)  
War Veterans Burial Act (Health)  
Warehouse Receipts Act (Attorney  
General)  
Warehousemen's Lien Act (Attorney  
General)  
Weed Control Act (Agriculture & Food)  
Wellington County Board of Education  
and Teachers Dispute Settlement  
Act, 1985 (Education)  
Wharfs and Harbours Act (Municipal  
Affairs)  
Wild Rice Harvesting Act (Natural  
Resources)  
Wilderness Areas Act (Natural  
Resources)  
Wilfred Laurier University Act, 1973  
(Colleges & Universities)  
Wine Content Act (Consumer &  
Commercial Relations)  
Wolf Damage to Livestock  
Compensation Act (Natural  
Resources)  
Woodlands Improvement Act (Natural  
Resources)  
Woodmen's Employment Act (Natural  
Resources)  
Woodmen's Lien for Wages Act  
(Natural Resources)  
Workers' Compensation Act (Labour)  
Workmen's Compensation Insurance  
Act (Labour)  
York University Act, 1965 (Colleges &  
Universities)  
Young Offenders Implementation Act,  
1984 (Community & Social Services)





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Ministry of  
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## *KWIC Index to Services*



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Minister of Government Services







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